

VENIX

Installation & User Manual



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professional installation
service?

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your local installer



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Install Venix

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What's Included

1

Open the packaging and confirm that the following items are present. If anything is missing, please contact your local installer or dealer.



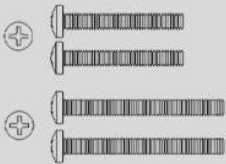
A ST3.9x20mm Screw x 4



B M5x10mm Screw x 2

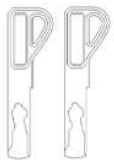


C M3x4mm Screw x 2

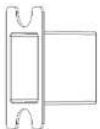


D1 M4x30mm Screw x 2

D2 M4x40mm Screw x 2



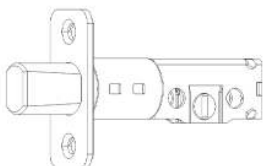
Key x 2



Strike Box



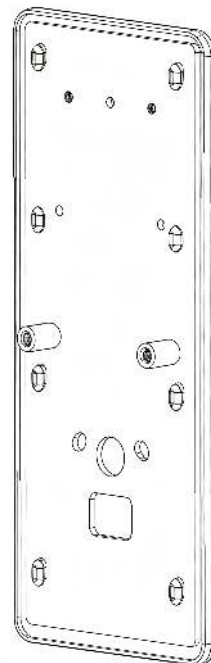
Strike Plate



Deadbolt



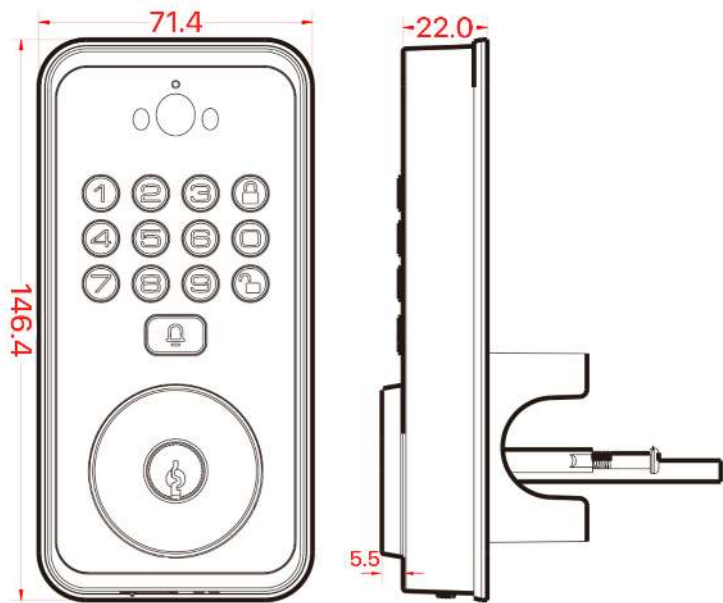
38 locator



Mounting Plate

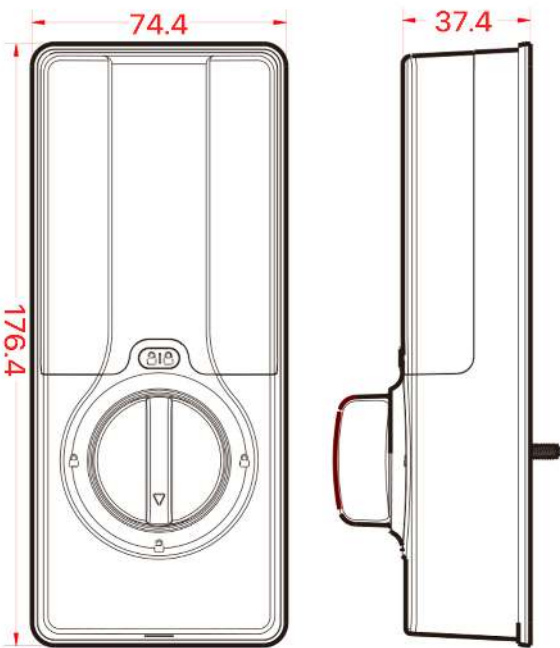
External Panel

Unit: mm

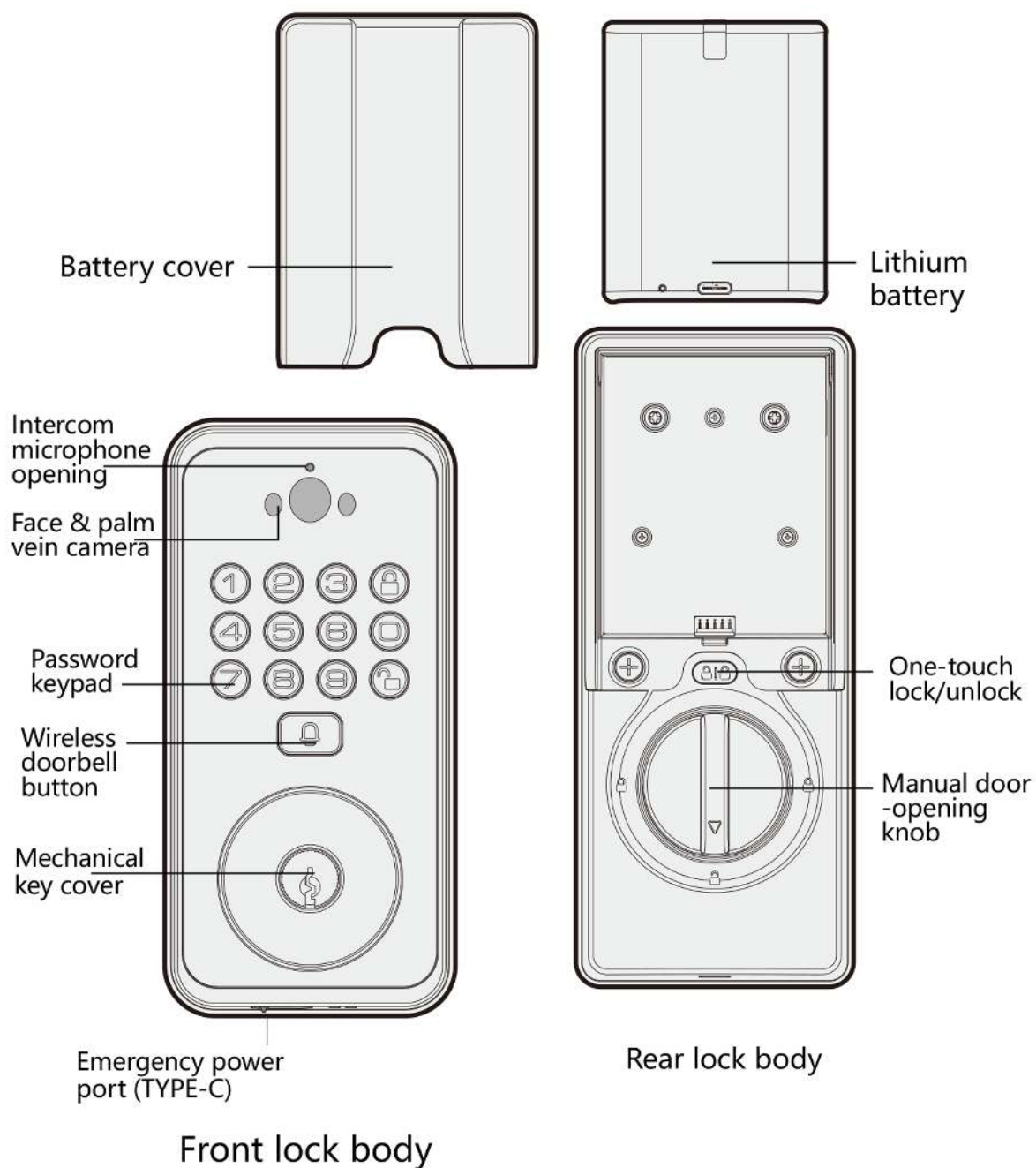


Internal Panel

Unit: mm

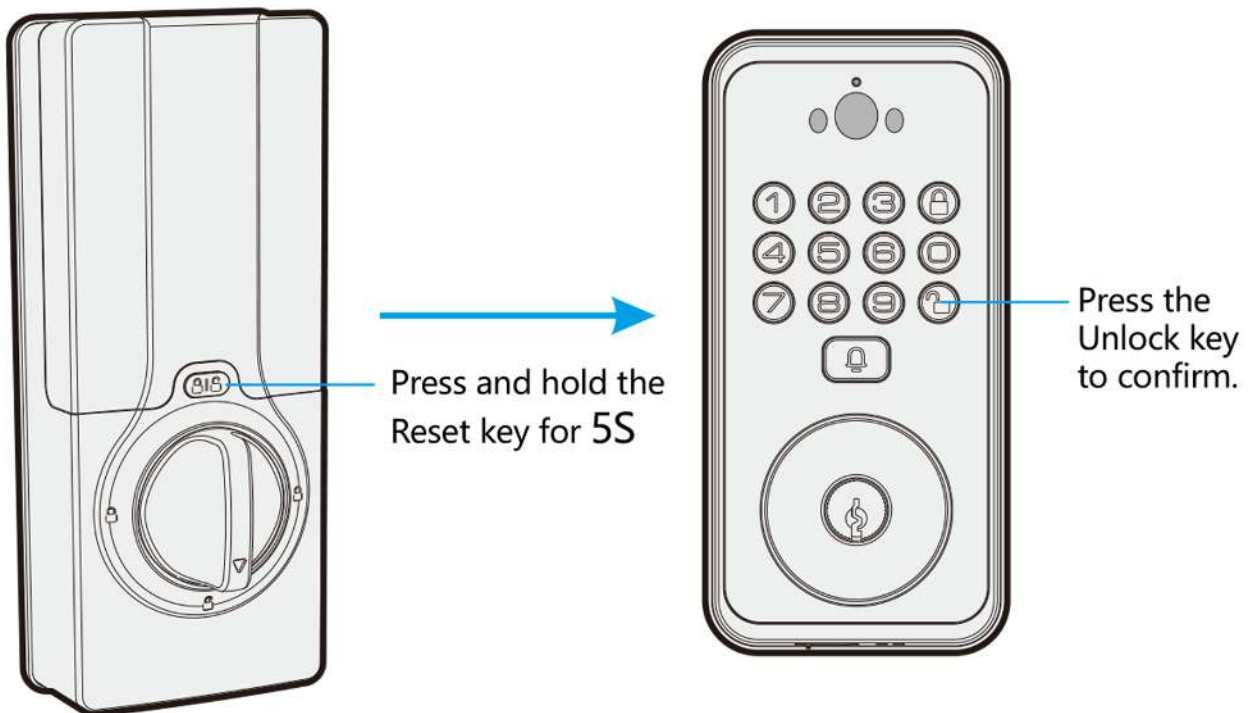


Familiarise yourself with the parts of the lock before starting installation.



Restore the lock to factory defaults. All locally stored users and credentials will be erased.

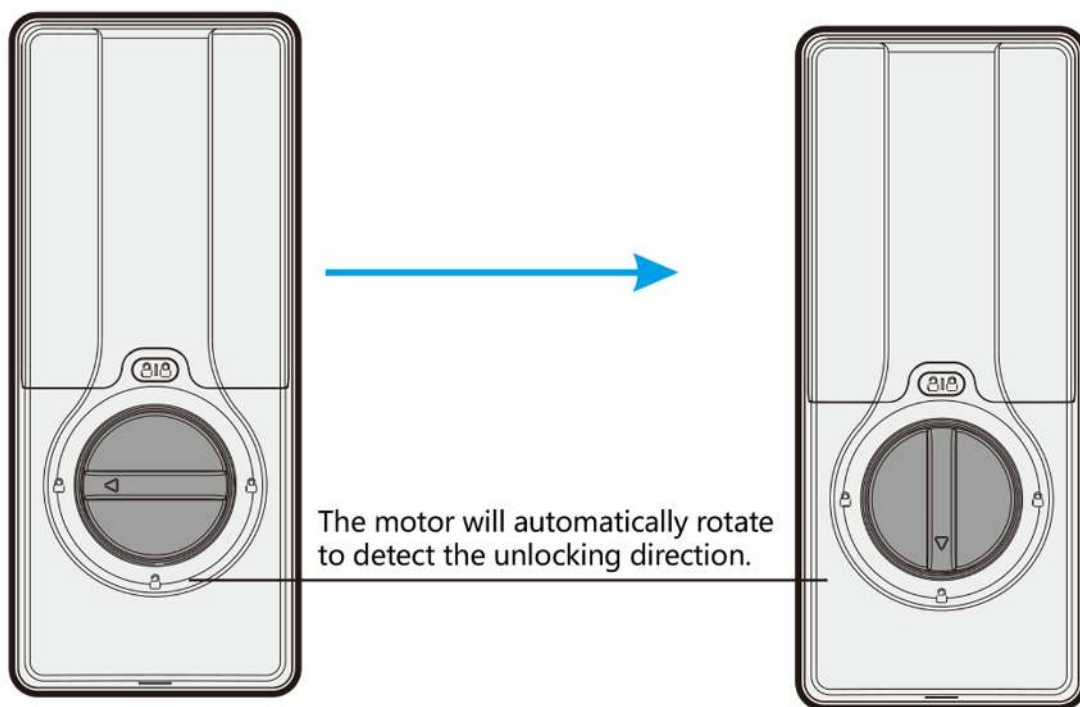
- 1 On the rear lock, locate the Reset key behind the battery cover
- 2 Press and hold the Reset key for 5 seconds - you will hear 6 intermittent beeps.
- 3 Upon the voice prompt, press Unlock key  on the front lock to confirm.
- 4 A voice prompt "Initialization Successful" confirms factory reset.



- 1 Make sure the system is in factory default state (no users enrolled).
- 2 Power on the lock -the motor will automatically rotate to detect the unlocking direction.
- 3 A long beep confirms the direction has been set successfully.

! Important. Door handing

Once users are enrolled, the unlocking direction can no longer be modified. Re-initialise the lock first if you need to change the door handing.



! Important . Pre-drilled door check

The below bolt installation guide is meant for new doors that do not already have holes for the lock or bolt.

If your door already has the required holes to install the bolt and lock, you may skip this page.

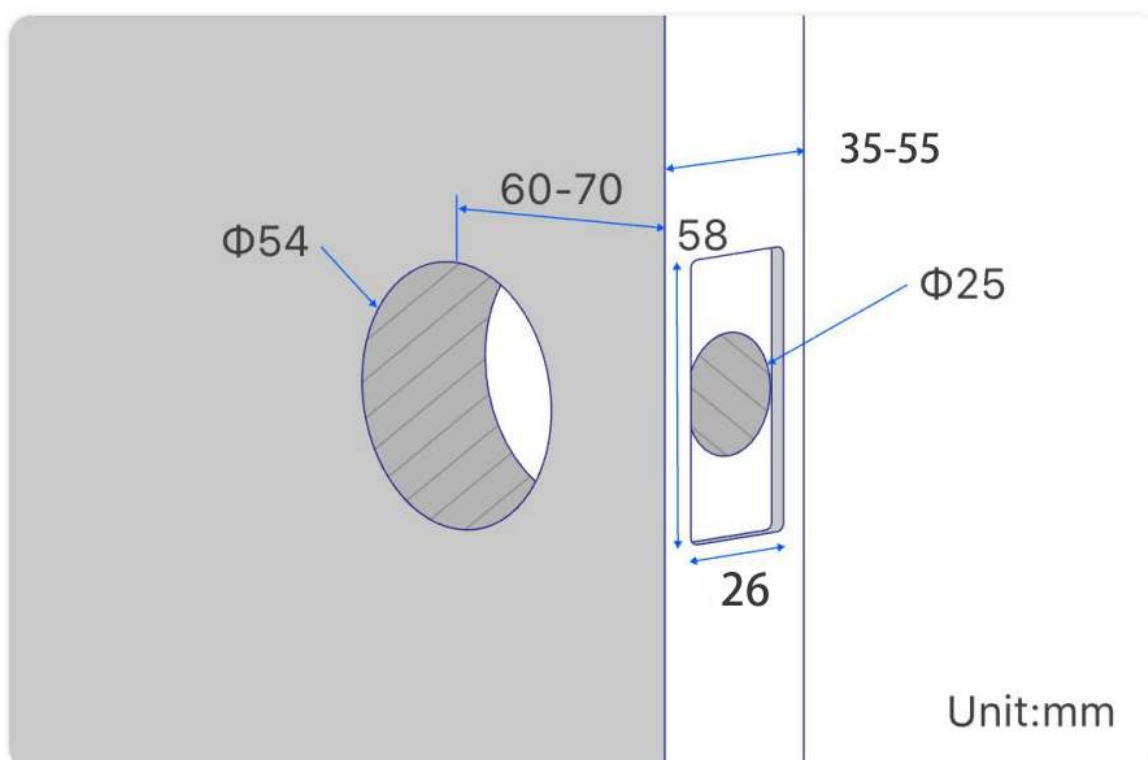
5.1 · Drill Lockset and Bolt Holes

The Venix is suitable to use on door thickness between 1 2/5"(35mm) and 2 1/5"(55mm).

Use the template guide to mark a hole on the door at the required height (the suggested height for the centerline of the hole is 38 3/16" (970mm) from the base of the floor.

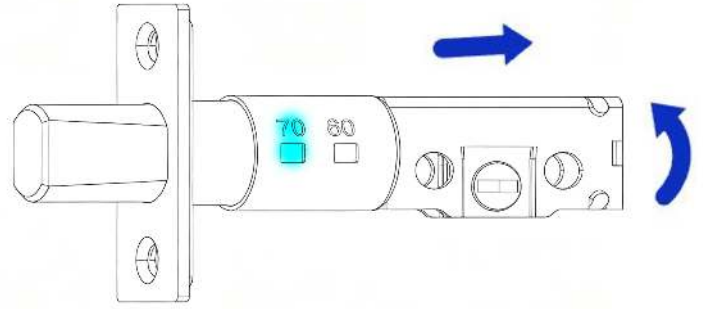
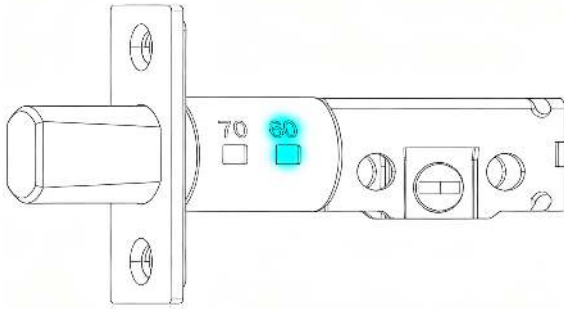
Drill out a 2 1/8" (54mm) diameter hole

Fold the template guide along the edge of the door and position it over the 2 1/8" (54mm) diameter hole. Mark the 1" (25mm) diameter hole on the edge of the door for the bolt. Drill out the 1" (25mm) diameter bolt hole. Chisel out the remainder of the slot on the edge of the door to accept the bolt body. This is a rectangle 1" x 2 1/4" (26mm x 58mm) as shown above. The depth should be 1/8" (3mm) to accept the bolt body. Please test fit the bolt body to ensure a good fit before installing.

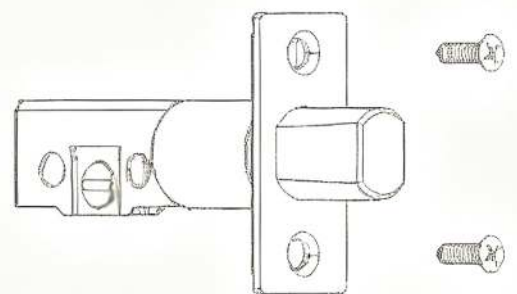
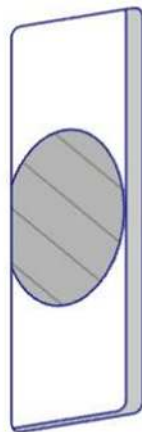
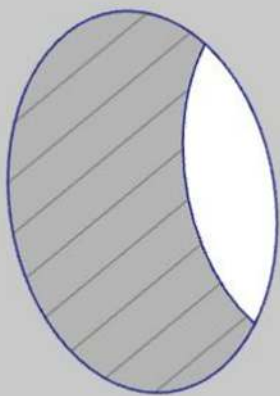


5.2 · Install Bolt

Adjust the bolt length according to the backset of the hole for the locking mechanism. The bolt hole for the drive bar needs to be centered in the hole for the lock's drive bar to go through. Once centered, place the bolt plate to the door as shown above and screw fix it.

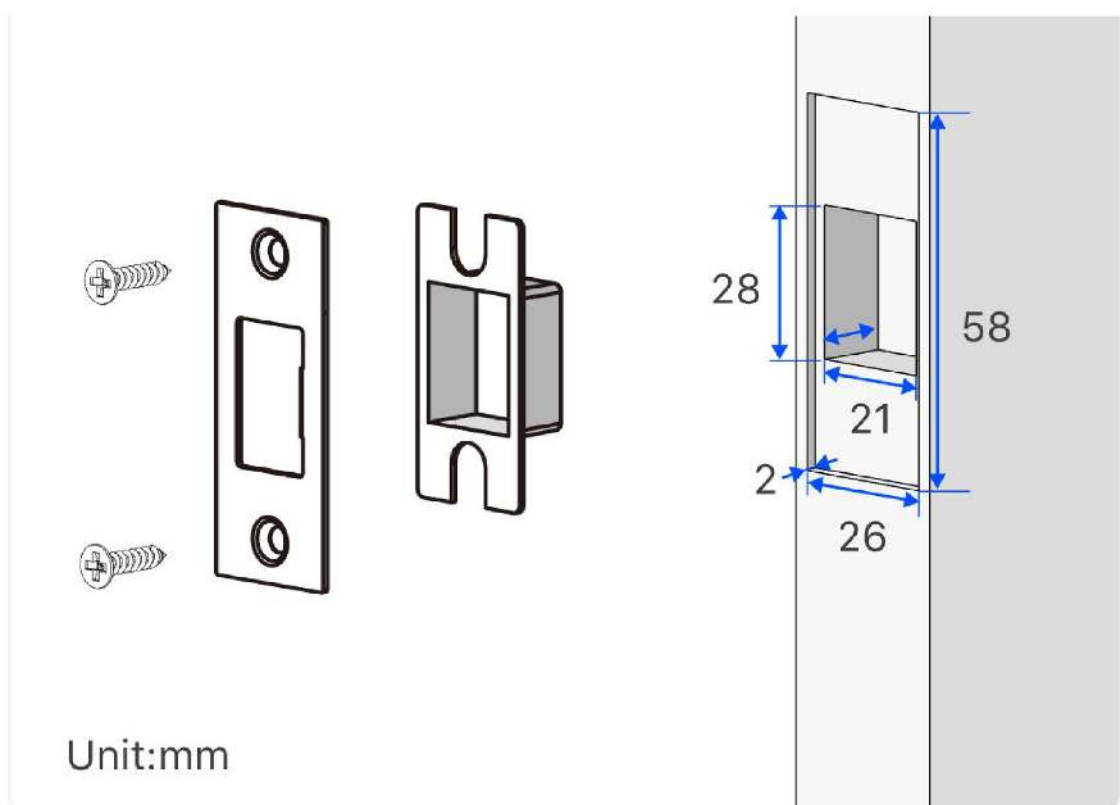


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5.3 · Install Strike Plate

- 1 With the bolt installed, extend the bolt and gently close the door against the door jamb. Mark the locations where the top and bottom of the bolt meet the door jamb.
- 2 Mark a center line down the door jamb for the strikeplate. Ensure the centerline allows enough space for the door to close against the door stop.
- 3 Place the strike plate on the door jamb, aligning the marks you made from where the bolt meets it to the hole for the bolt. Ensure the strike plate is centered on the centerline mark. Scribe around the outer edge of the strike plate with a pencil, and chisel within the scribed area to a depth of $\frac{1}{8}$ " (2mm).
- 4 Insert the strike plate into the recessed hole and mark the hole for the bolt.
- 5 Chisel the hole out to a depth of 1" (25mm) to allow the bolt to extend and move freely.
- 6 Insert the bolt box and strike plate into the hole. Screw in the strike plate as shown.



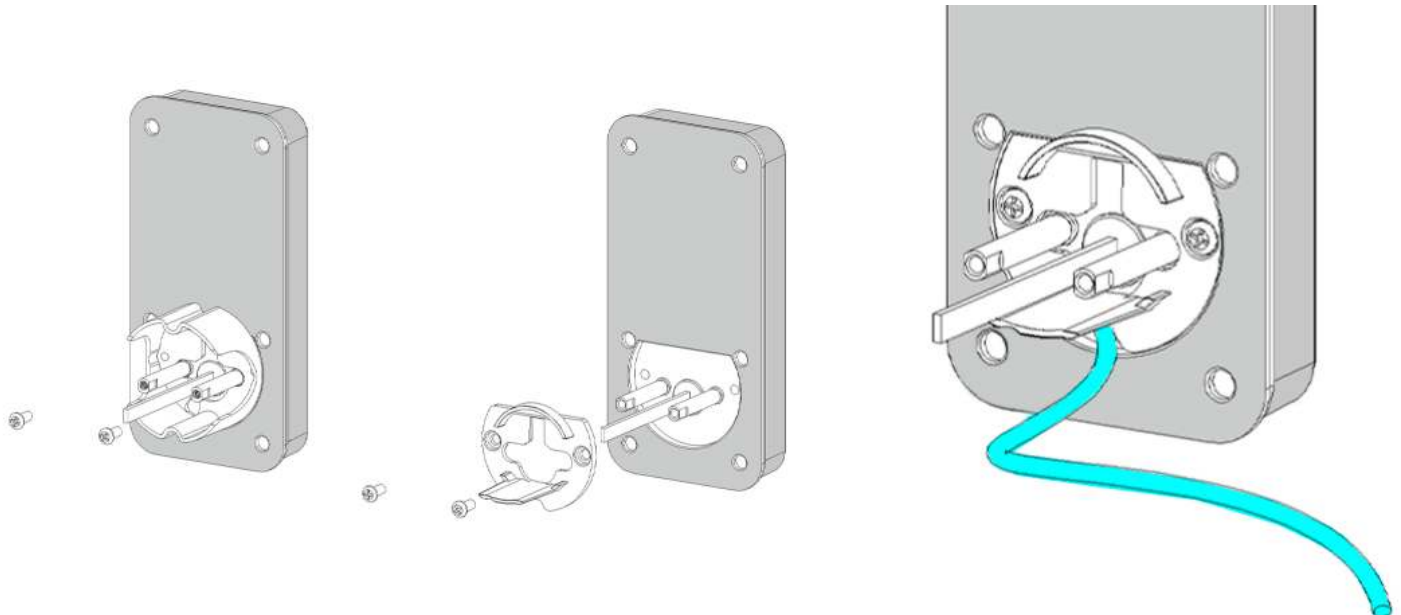
The external panel comes with a 54mm locator pre-fitted. If your door hole is 38 mm, replace the locator following the steps below.

Note . Locator replacement

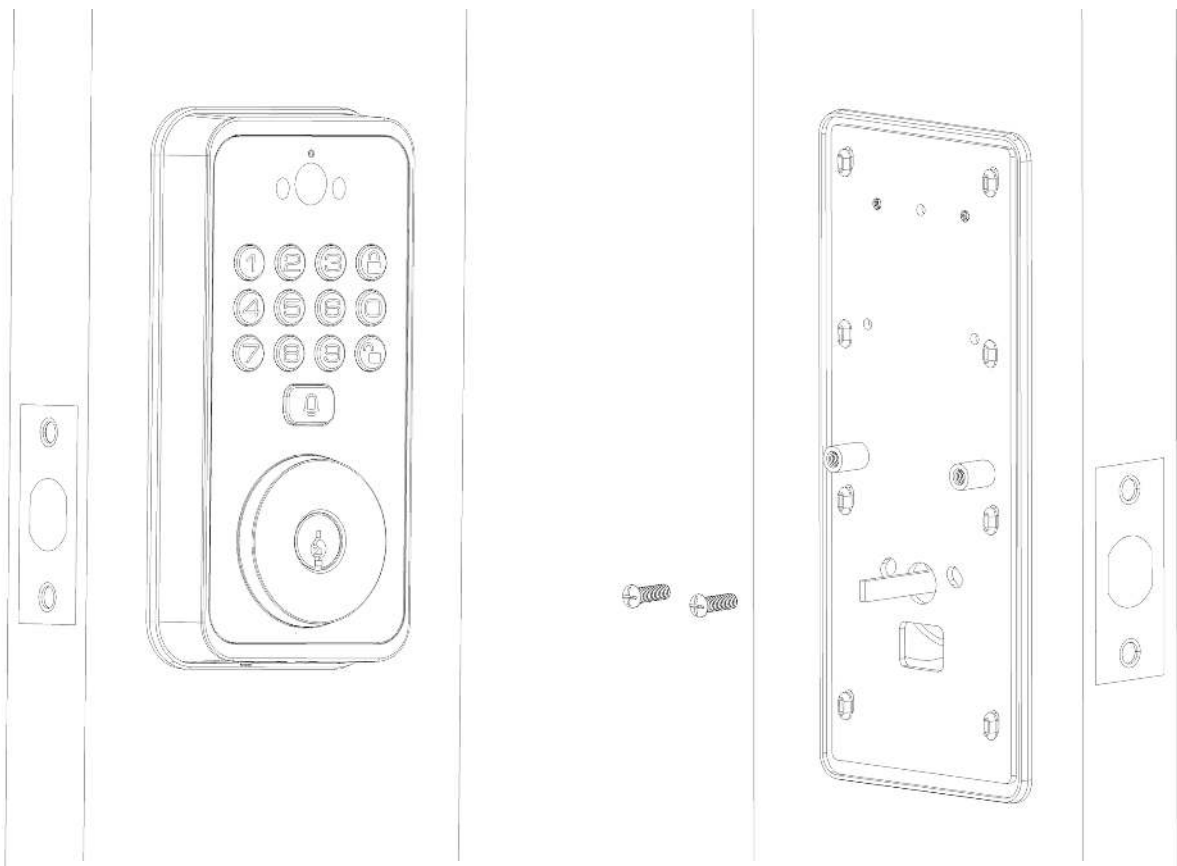
If the door hole is 38 mm, replace the locator following the "Locator Replacement" instructions below.

Route the connection cable underneath the locator, not over it to avoid pinching the cable when fitting the panel

- 1 Loosen the two fixing screws and remove the original locator.
- 2 Fit the 38-mm locator and tighten with the screws.



- 1 Pass the external-handle connection cable through the door hole to the inside.
- 2 Align the spindle of the external handle with the mortise, then place the panel against the door.
- 3 From the inside, push the connector cable through the mounting plate and fit the mounting plate onto the spindle.
- 4 Use two Screws D to fix the mounting plate temporarily.



Select the screw length based on the door.

Door Thickness	Screw D
35-45mm	M4x30mm
>45-55mm	M4x40mm

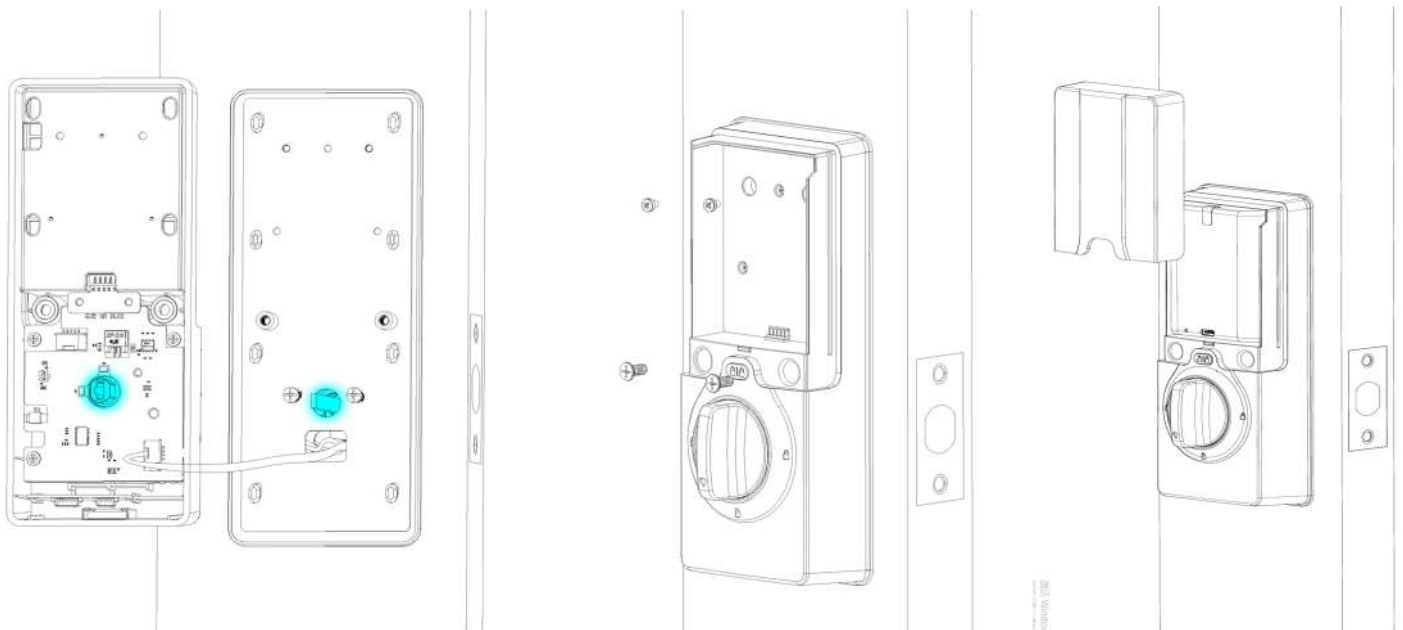
Note

Install the tail bar vertically when the deadbolt is retracted.

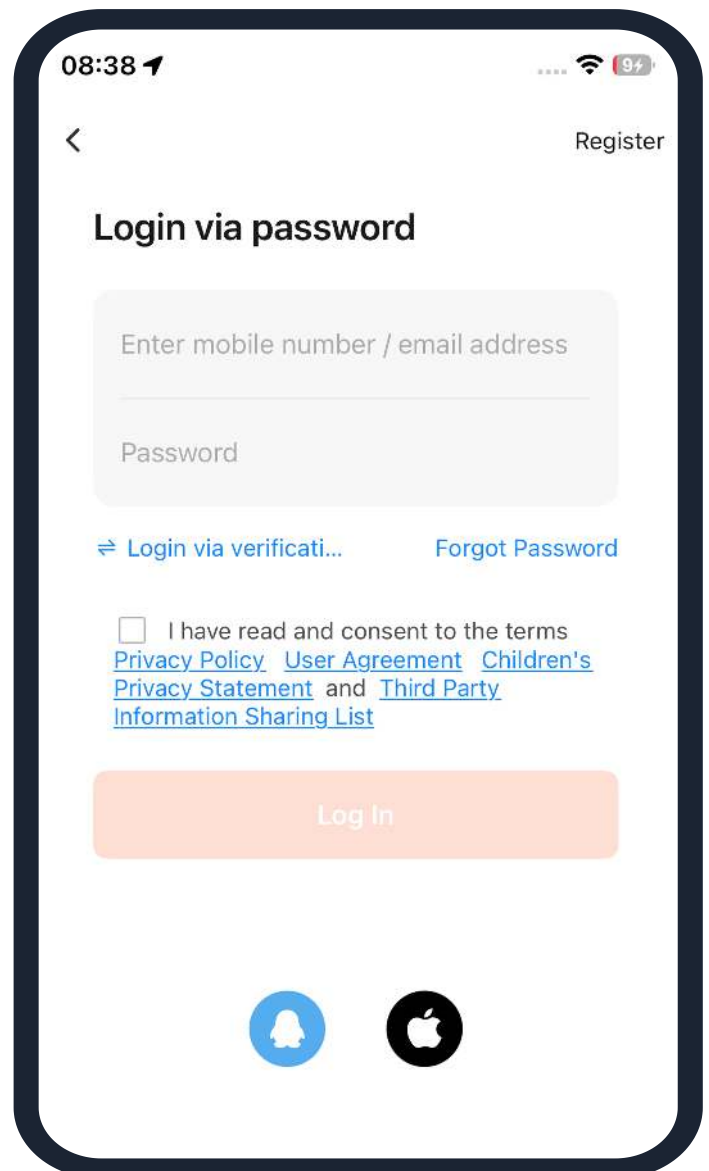
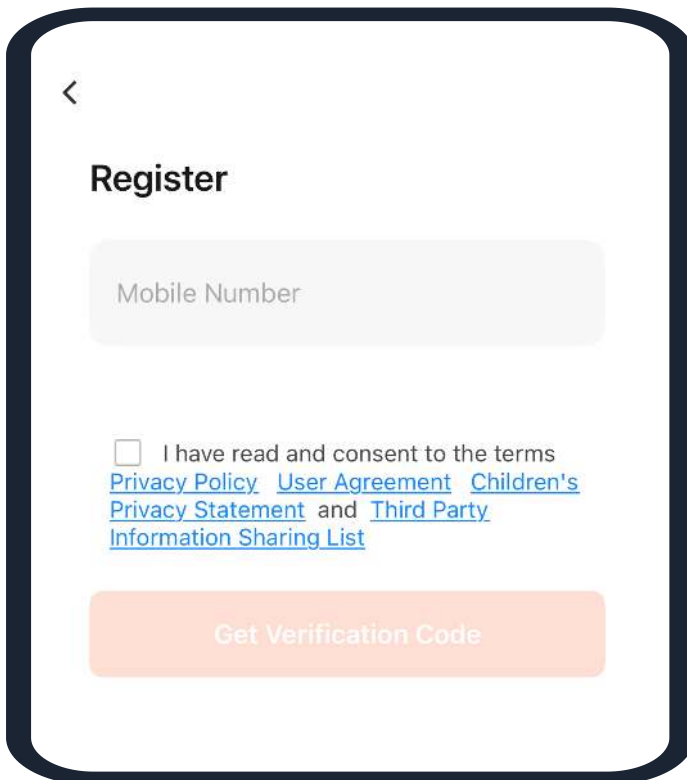
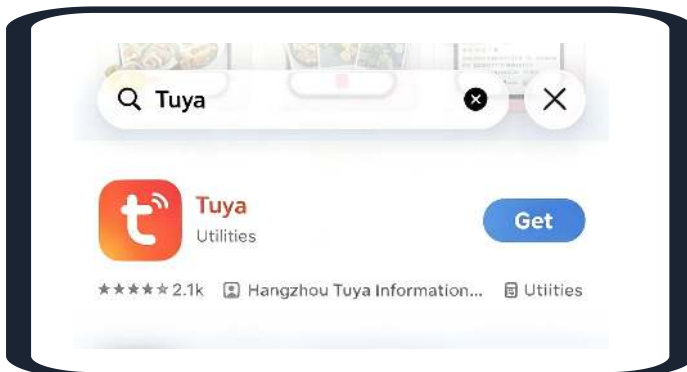
- 1 Plug the external-handle connector into the matching socket on the internal panel.
- 2 Insert the tail bar into the inner panel knob, then attach the internal panel to the door.
- 3 Tighten the internal-panel screws (M5x10mm-B) and screws(M3x4mm-C).
- 4 Insert the lithium battery into the rear compartment and close the battery cover.

Note

After installation, keep the door open for commissioning and initial parameter settings before allowing normal use.

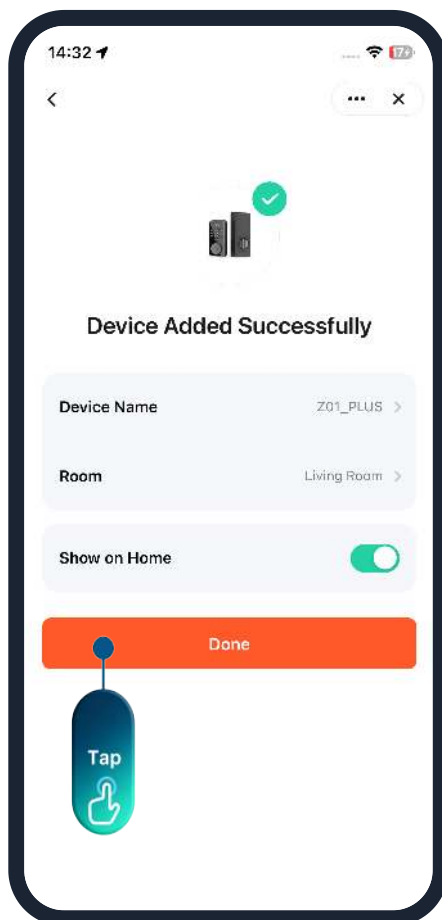
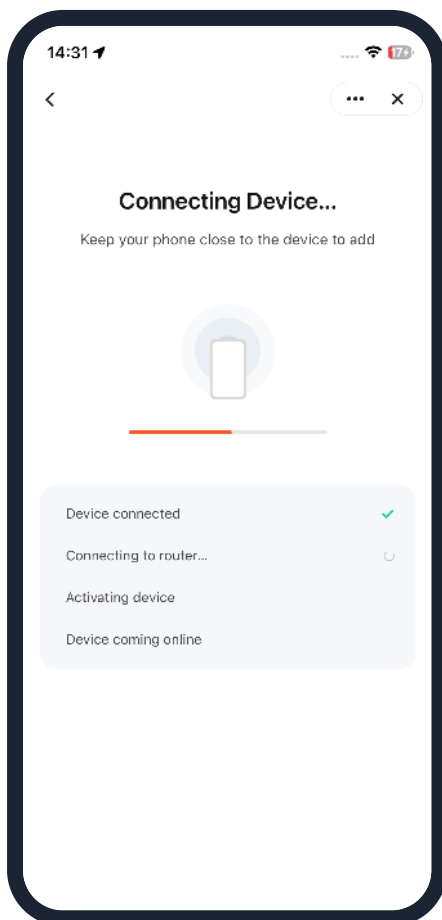
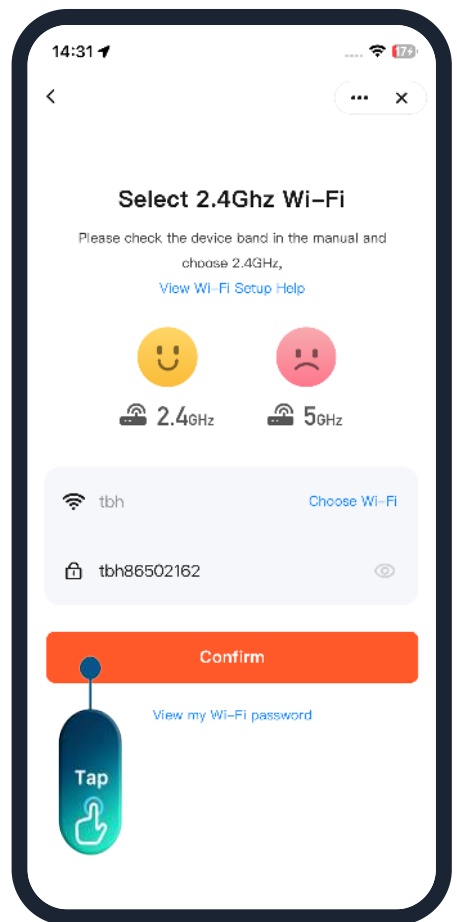
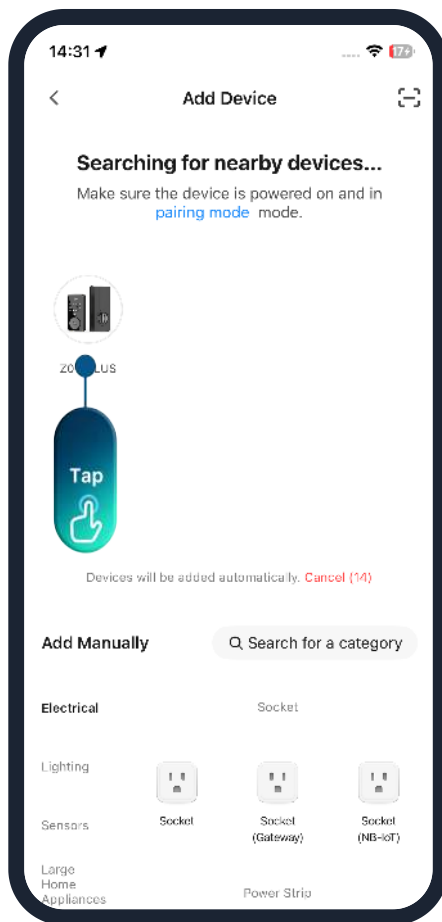
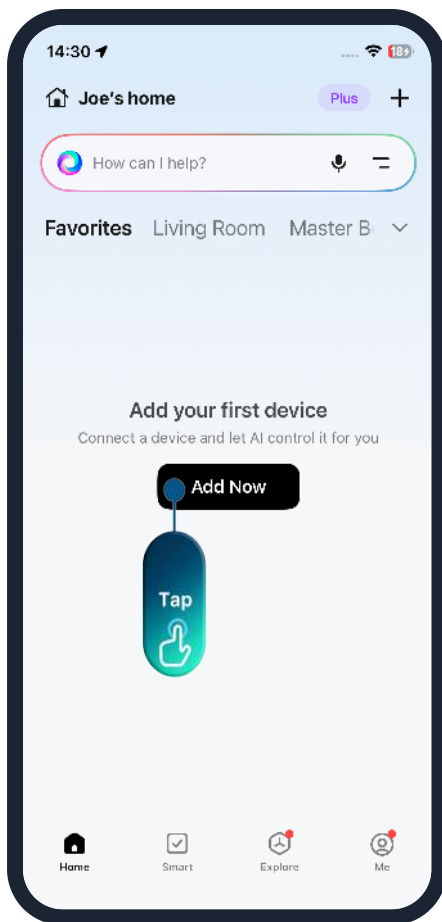


- 1 Download the "TUYA" App from the App Store or Google Play.
- 2 Sign up for a Tuya account, then add the smart lock to the device list.



- 1 On the front lock, press **3** +  Upon the voice prompt the indicator will blink slowly.
- 2 In the Tuya app, tap "Add Device"
- 3 Select "Venix".
- 4 Select the 2.4 GHz Wi-Fi network and enter the password, then tap "Next".
- 5 Wait for the door lock to be added successfully
- 6 When the app shows "Device Added Successfully", tap "Done" to access the lock homepage.

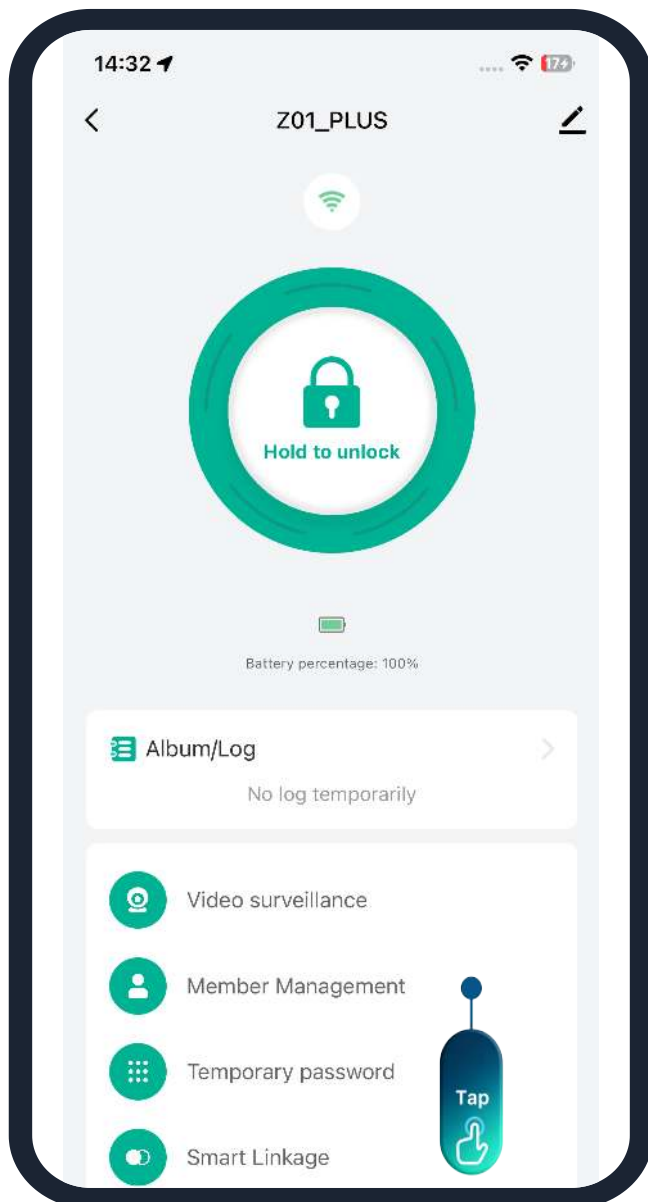




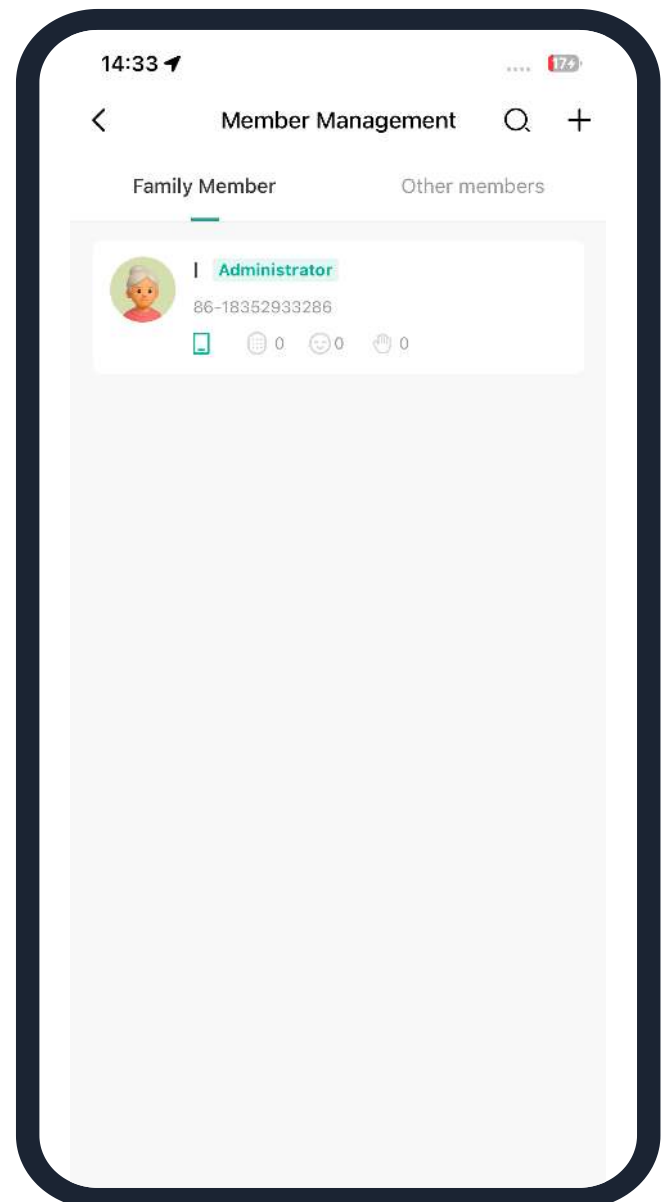
i Tip-Re-network

If re-network configuration is required after binding, unbind the device in the app, clear its data, or restore it to factory defaults before setting up the network again.

From the lock homepage, tap "Member Management" at the bottom to manage every member's unlock methods(password / face / palmprint).



Family / Other members tab.



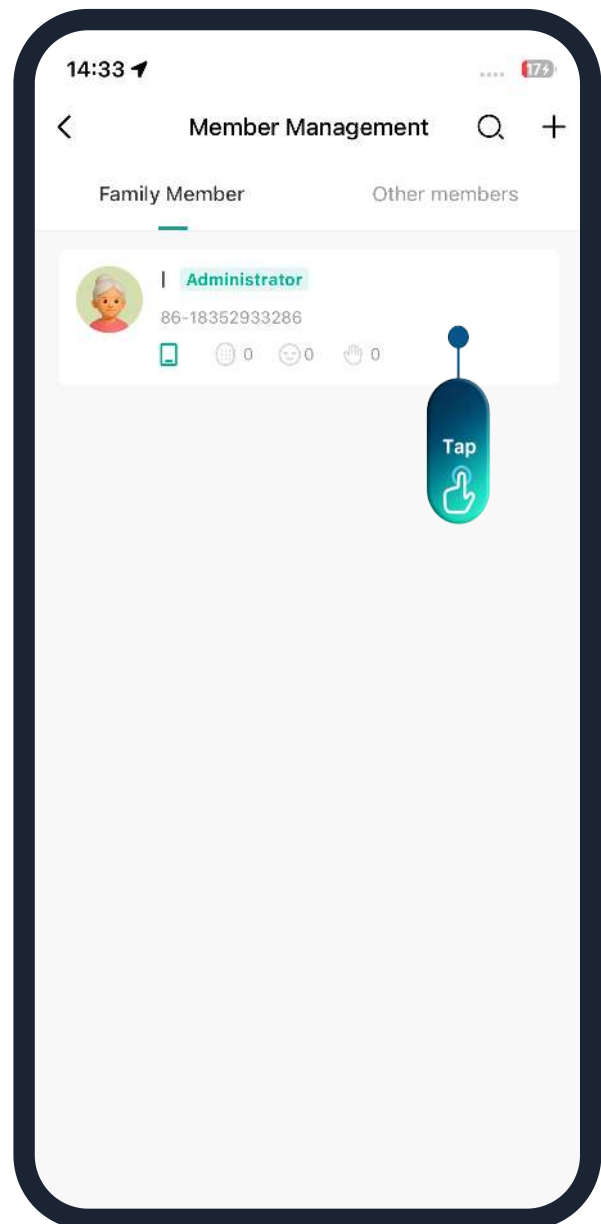
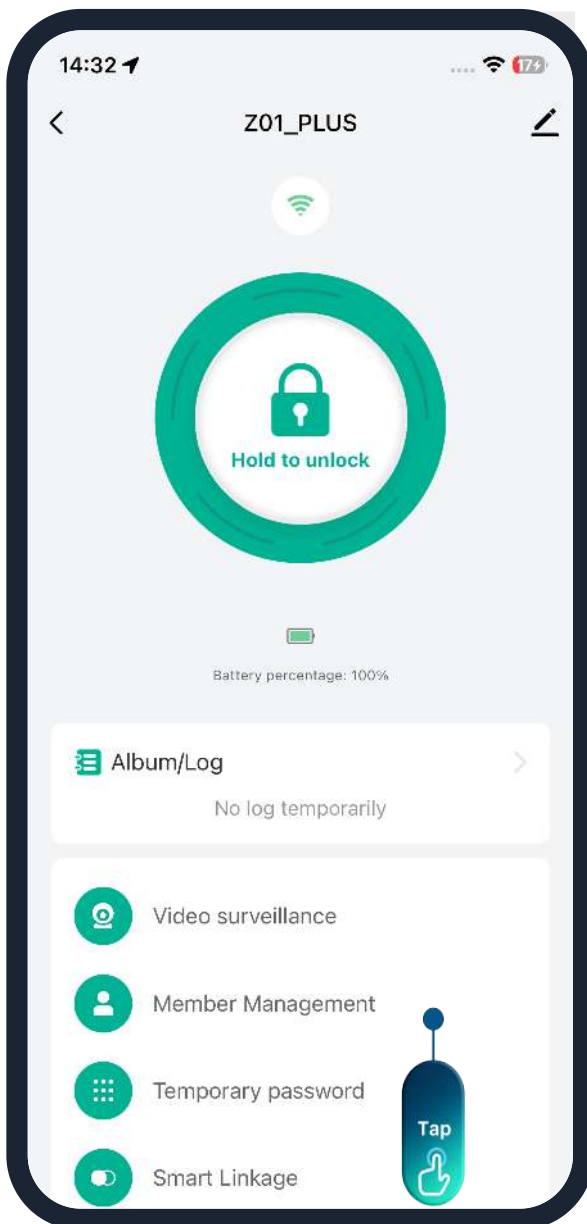
Add or edit each credential under a member.

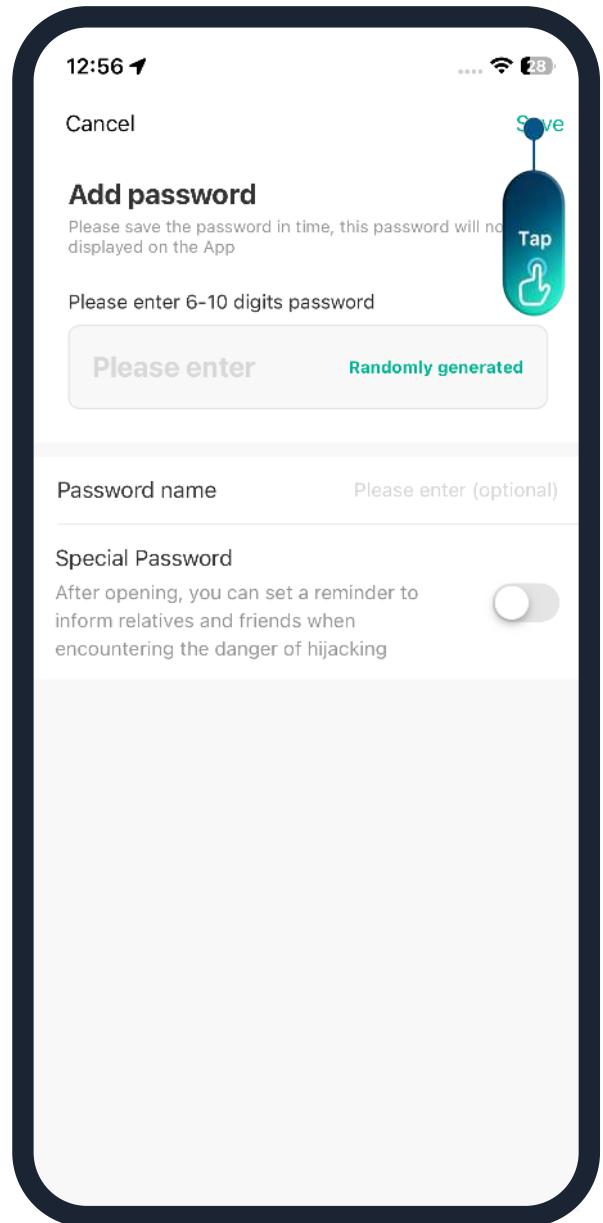
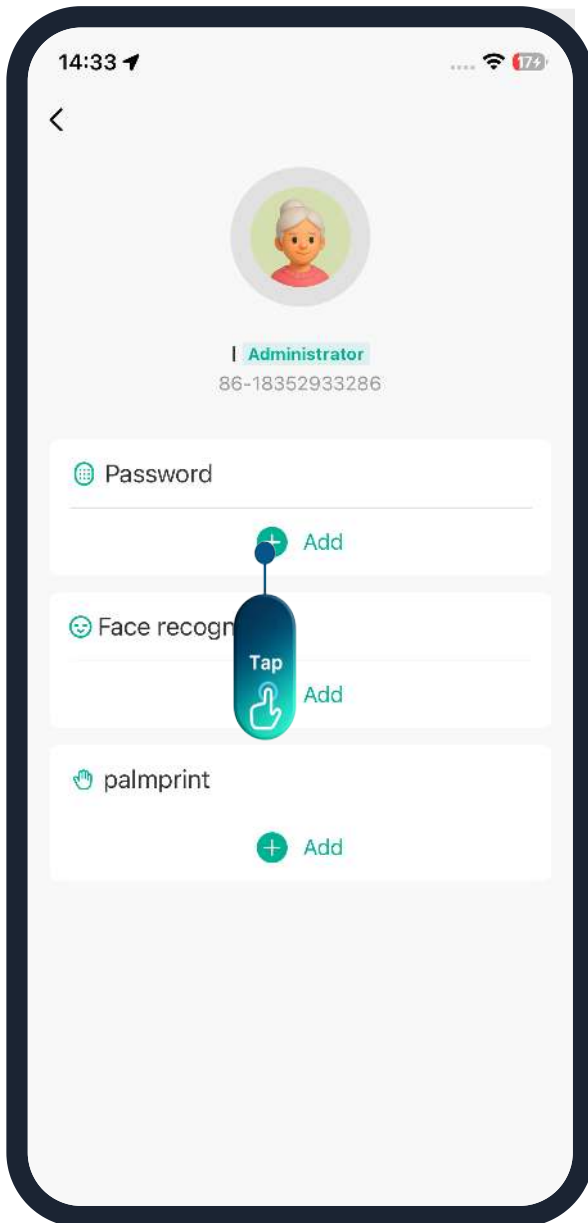
i Tip · Why use members

Organising unlock credentials by **member** (rather than by credential type) makes it much easier to revoke a person's access. See the "Remove Member" section for the cleanest workflow.

12.1 · Add a Password

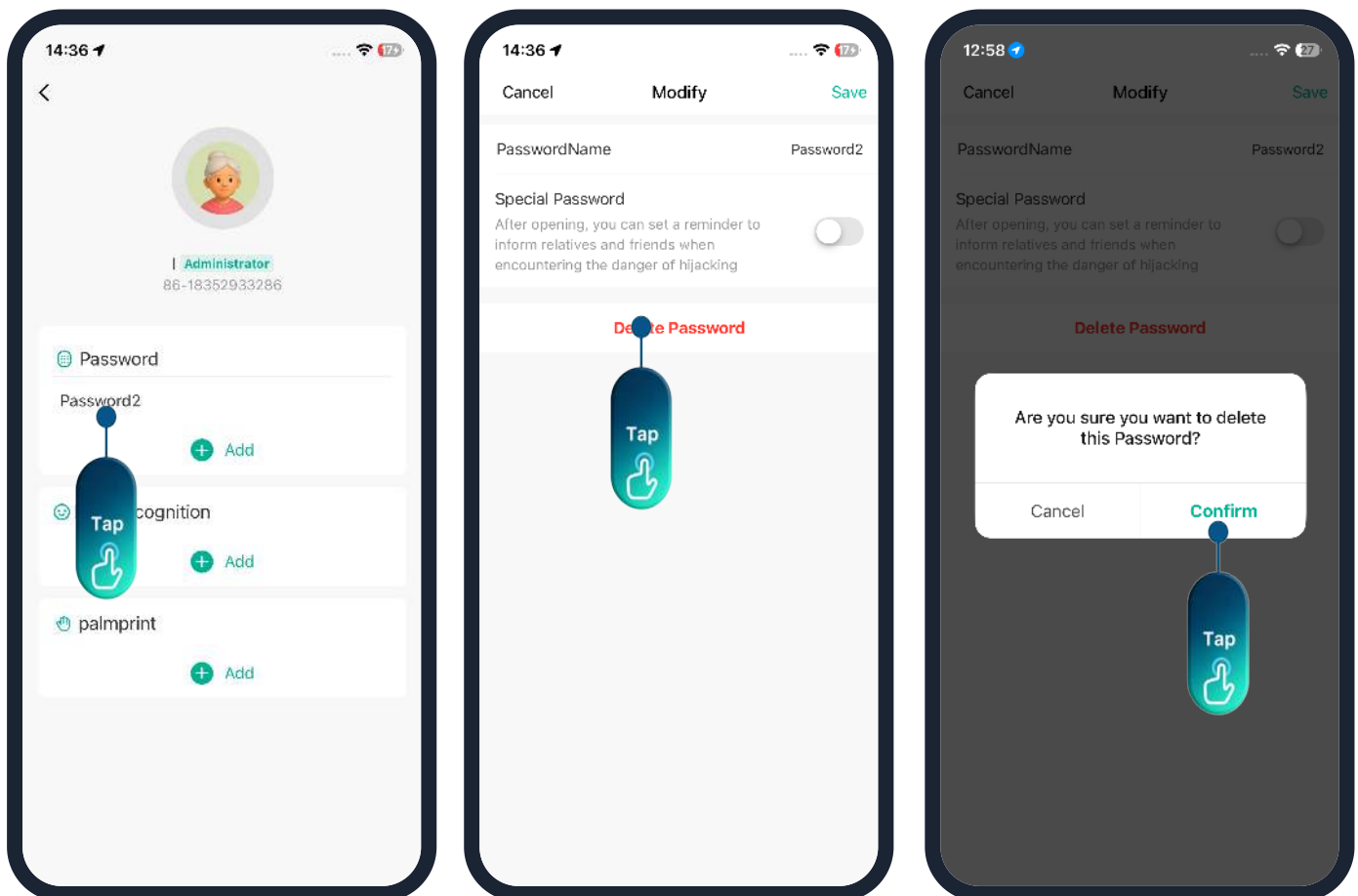
- 1 Enter the lock interface, tap **"Member Management"** at the bottom.
- 2 Select the designated member.
- 3 Tap **" + Add "** beside **"Password"**.
- 4 Enter the password as prompted on the page (4 – 8 digits), then tap **"Save"**.





12.2 · Remove a Password

- 1 Enter the lock interface, tap **“Member Management”**.
- 2 Select the designated member.
- 3 Tap **“Delete Password”**.
- 4 Tap **“Confirm”**.

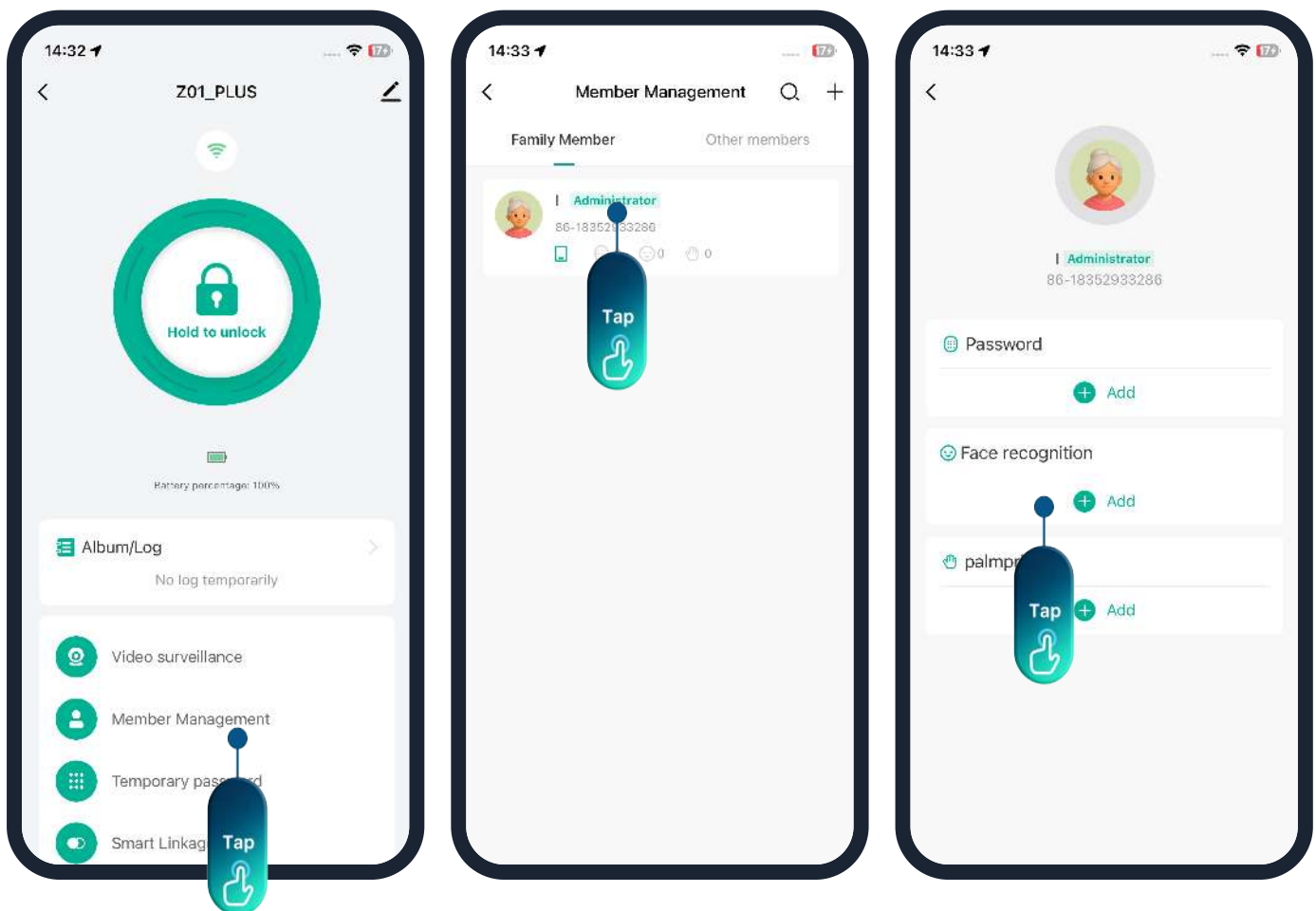


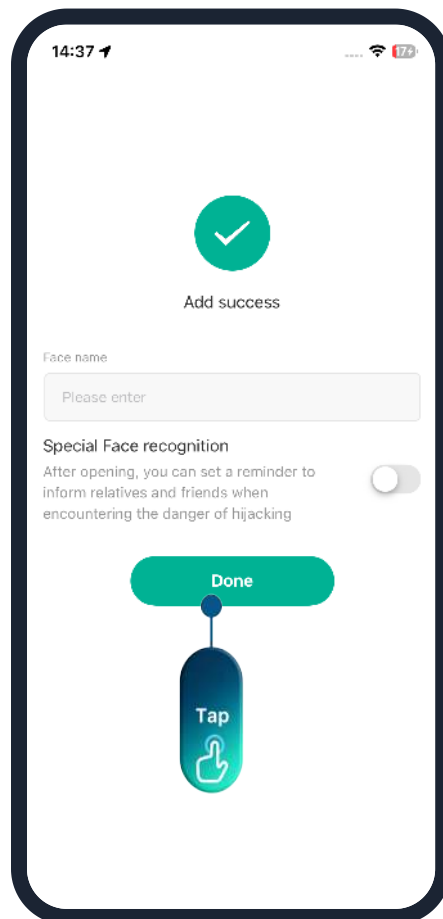
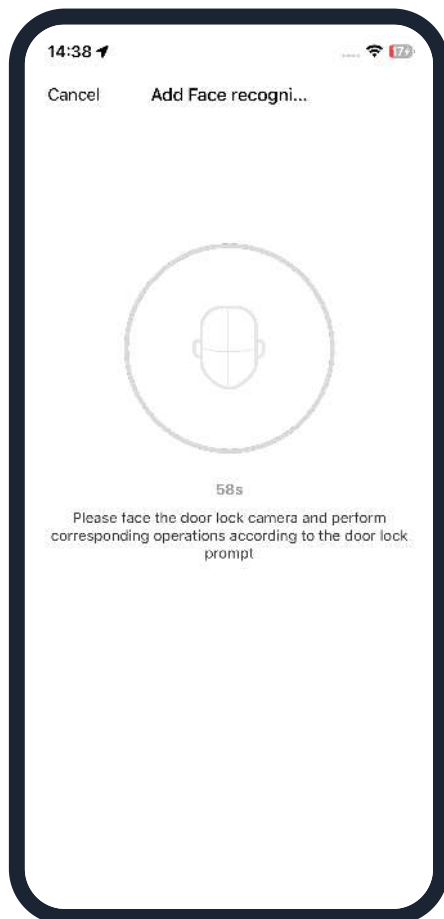
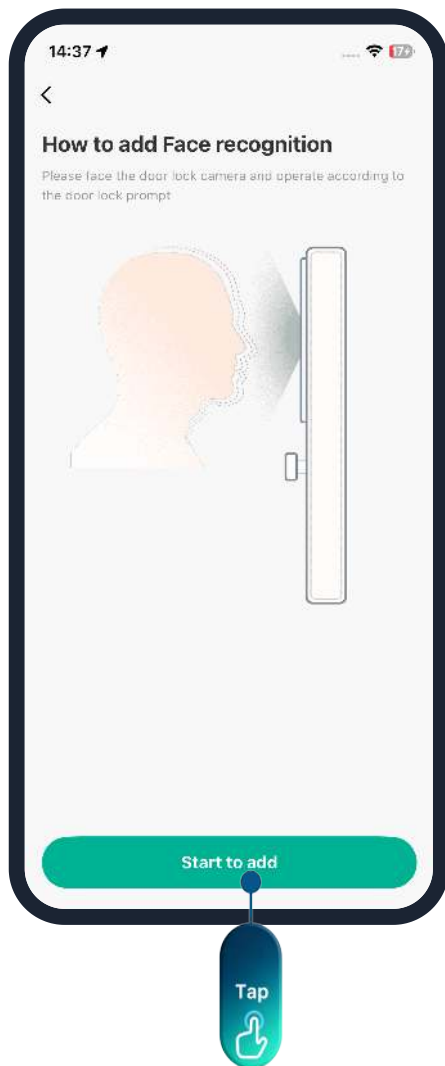
i Tip · Special Password

Turn on the **“Special Password”** toggle for a password that should send a hijack alert to your relatives/friends when it is used.

13.1 · Add Face Recognition

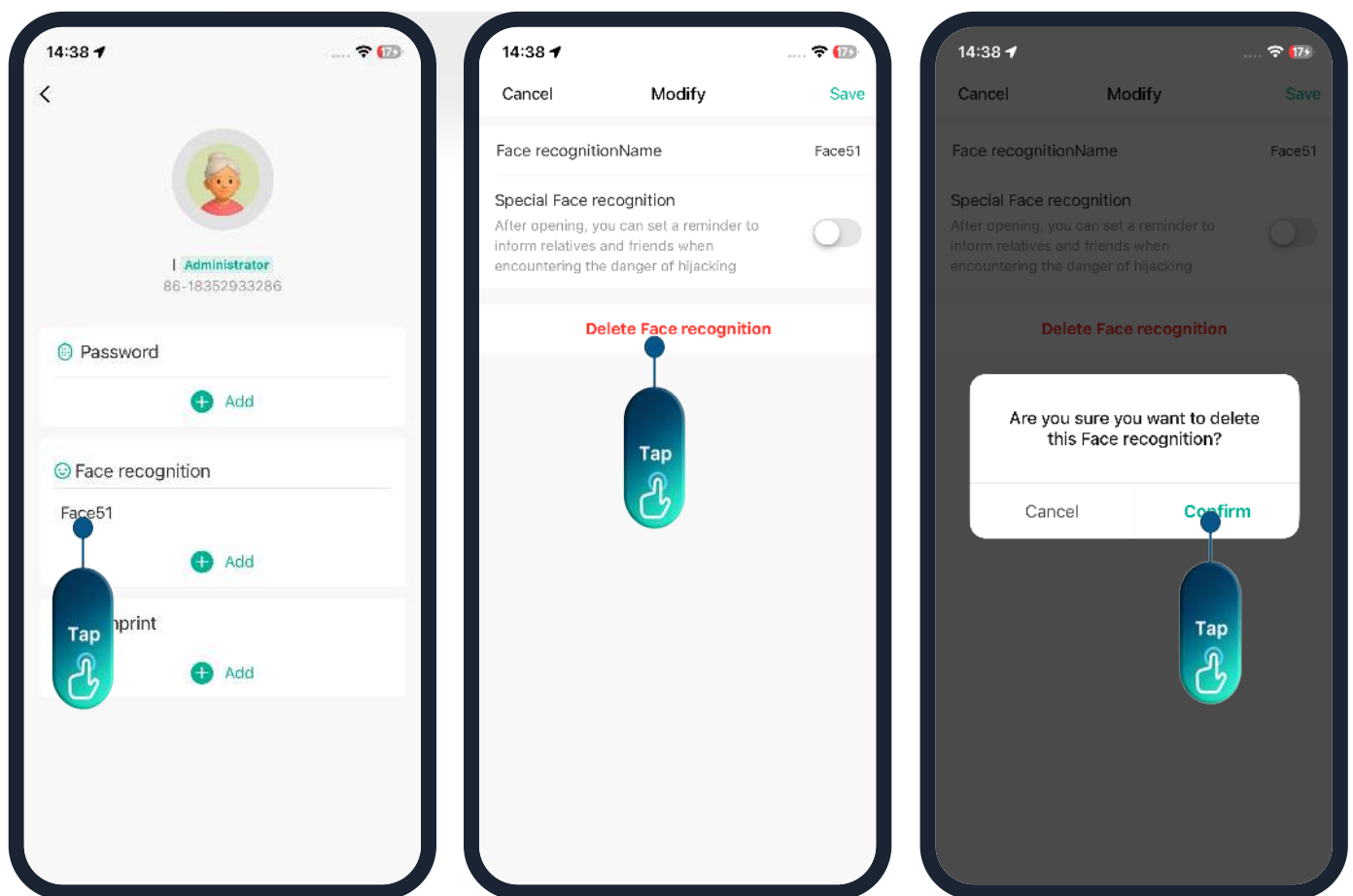
- 1 Enter the lock interface, tap **"Member Management"**.
- 2 Select the designated member.
- 3 Tap **"+ Add"** beside **"Face recognition"**.
- 4 Tap **"Start to add"**.
- 5 Complete face enrolment as prompted on the page, then tap **"Done"**.





13.2 · Remove Face Recognition

- 1 Enter the lock interface, tap **“Member Management”**.
- 2 Select the designated member.
- 3 Tap **“Delete Face recognition”**.
- 4 Tap **“Confirm”**.

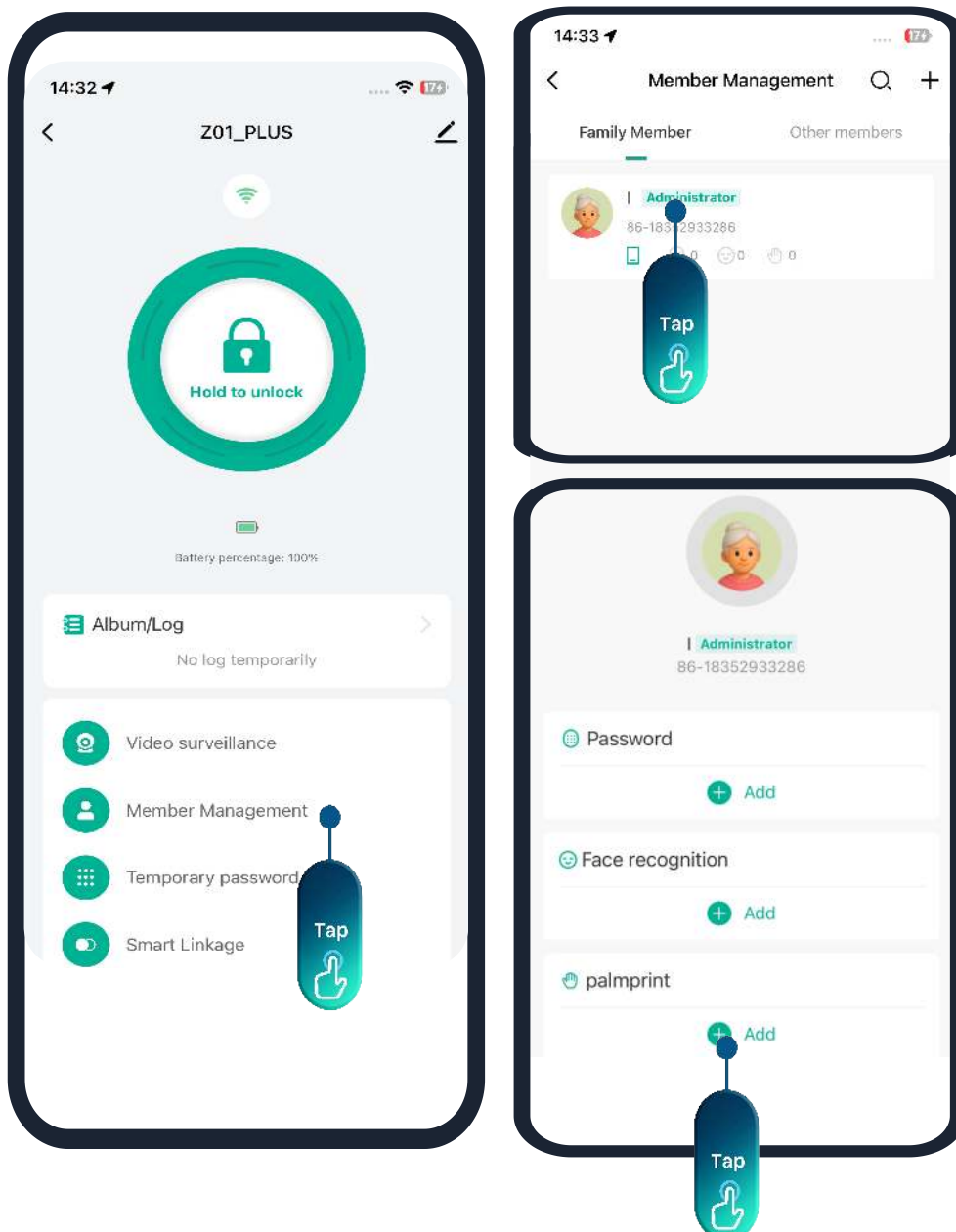


i Tip · Enrolment pose

Face the door-lock camera directly and follow the on-screen prompts. Stand 30 – 80 cm from the camera in normal indoor lighting for the best recognition result.

14.1 · Add Palmprint

- 1 Enter the lock interface, tap **"Member Management"**.
- 2 Select the designated member.
- 3 Tap **" + Add "** beside **"Palmprint"**.
- 4 Tap **"Start to add"**.
- 5 Place the same palm on the lock's palm-recognition area repeatedly until enrolment finishes, then tap "Done"



How to add palm print

Place the door lock palmprint recognition area on the same palm multiple times in succession, and it can be added successfully



Cancel

Add palm print



1/1

Put the same palm on the fingerprint recognition area of the door lock and then remove it, repeat this step

14:39



Add success

Palmprint name

Please enter

Special palm print

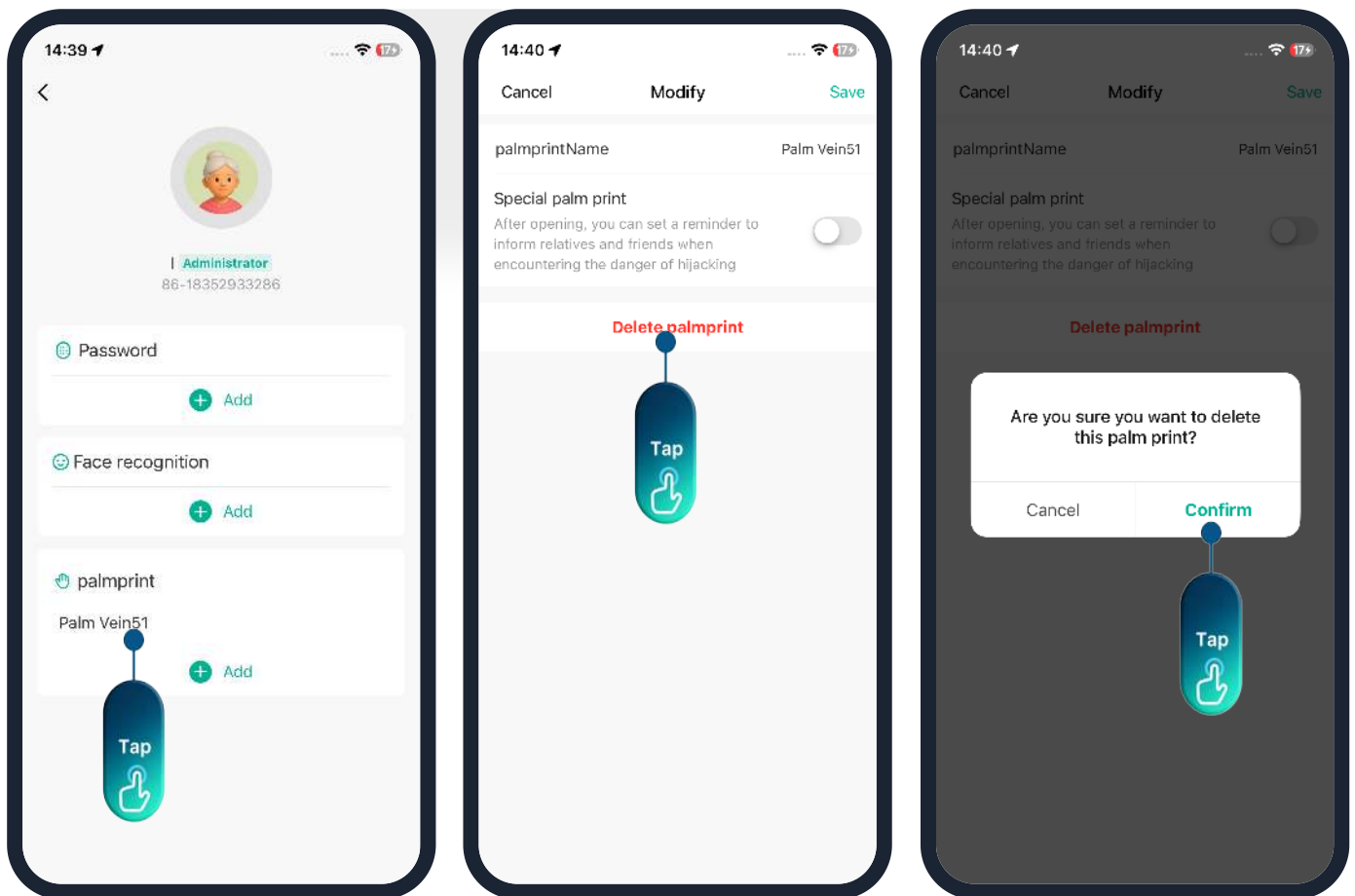
After opening, you can set a reminder to inform relatives and friends when encountering the danger of hijacking



Done

14.2 · Remove Palmprint

- 1 Enter the lock interface, tap **"Member Management"**.
- 2 Select the designated member.
- 3 Tap **"Delete palmprint"**.
- 4 Tap **"Confirm"**.

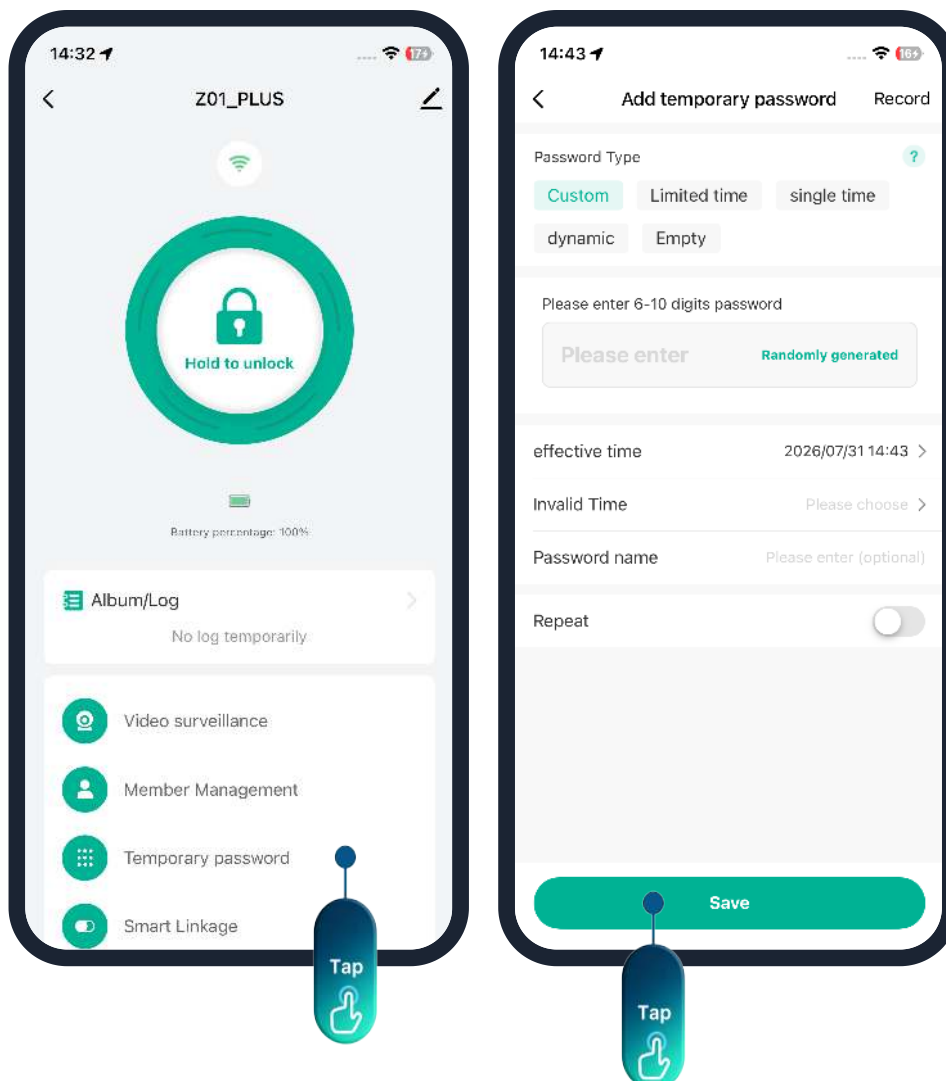


i Tip · Special Palmprint

Turn on "Special palmprint" to trigger a silent hijack alert when this palm is used to open the door.

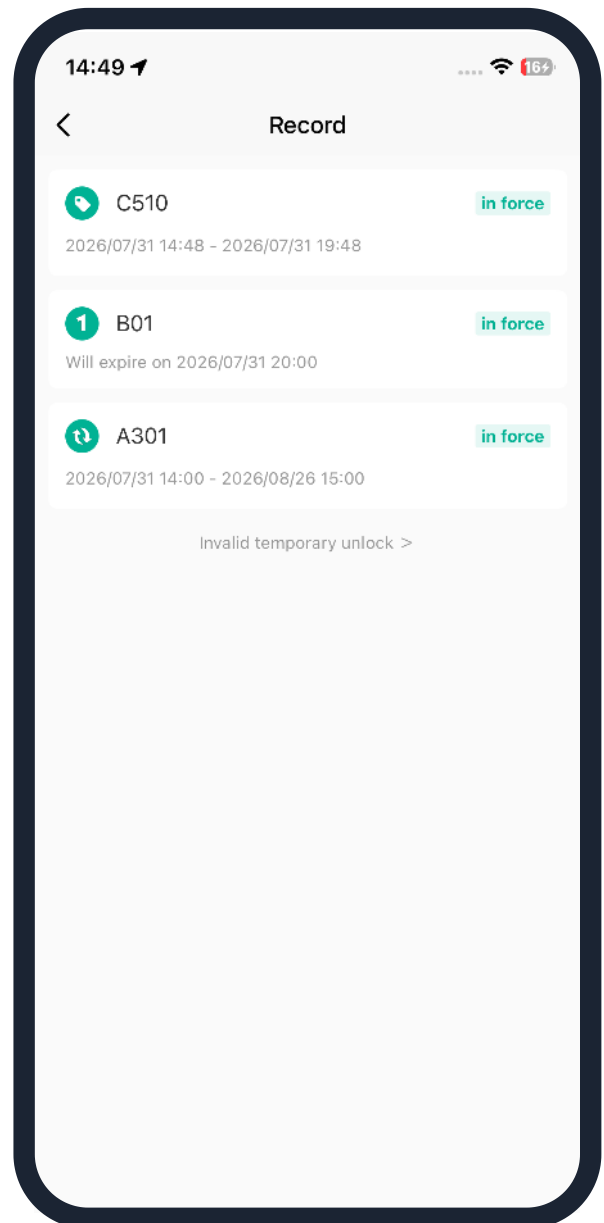
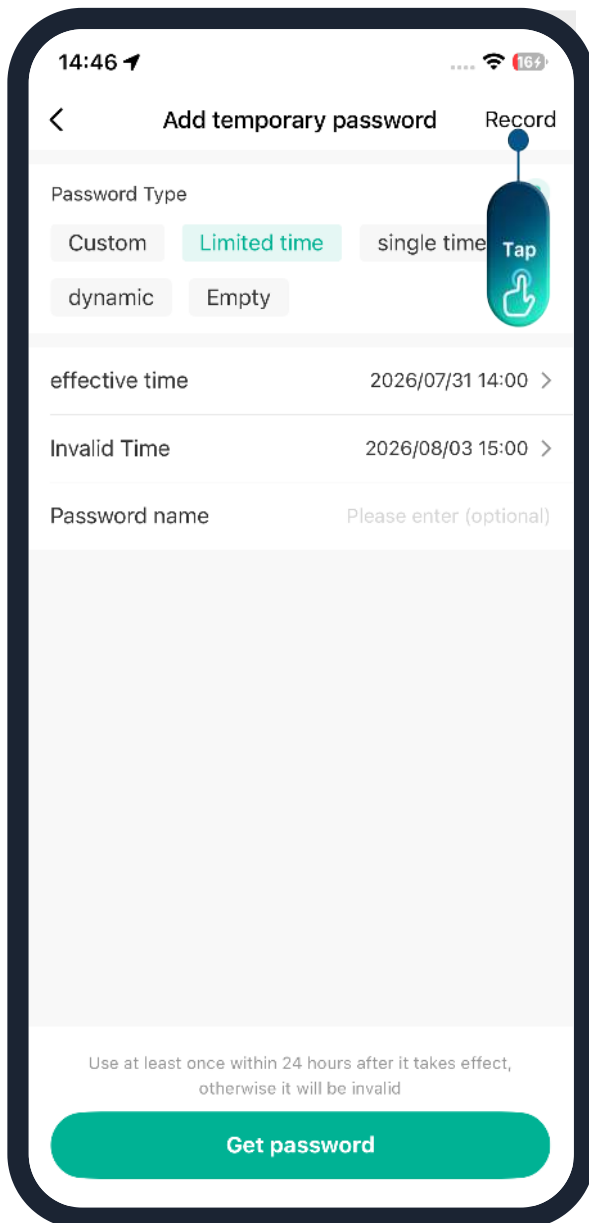
15.1 · Add a Temporary Passcode

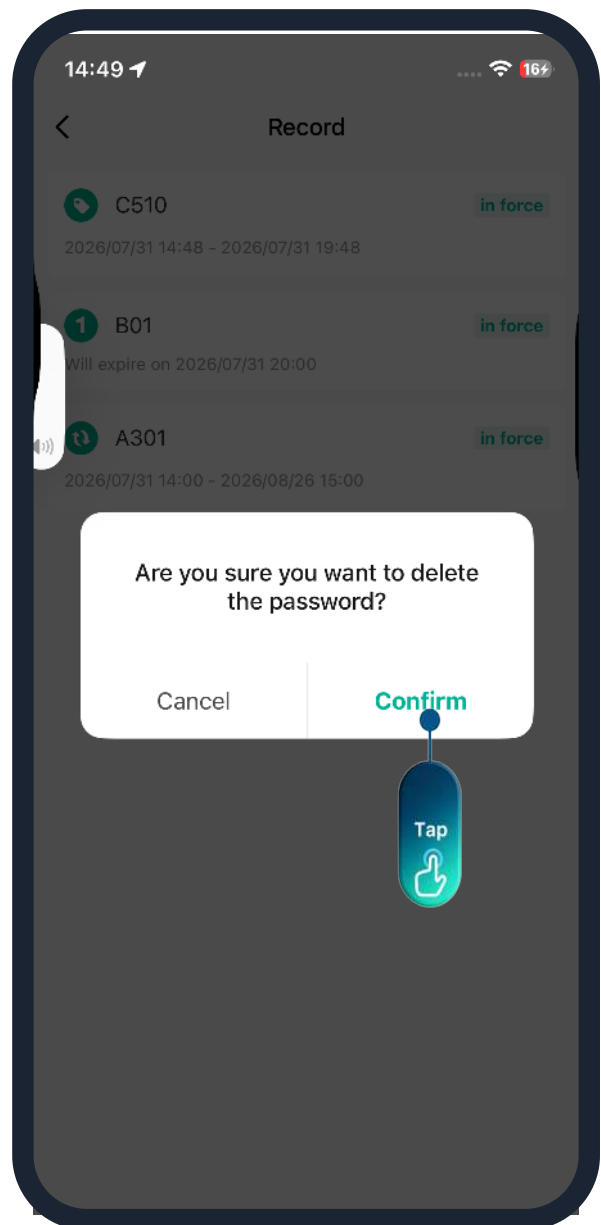
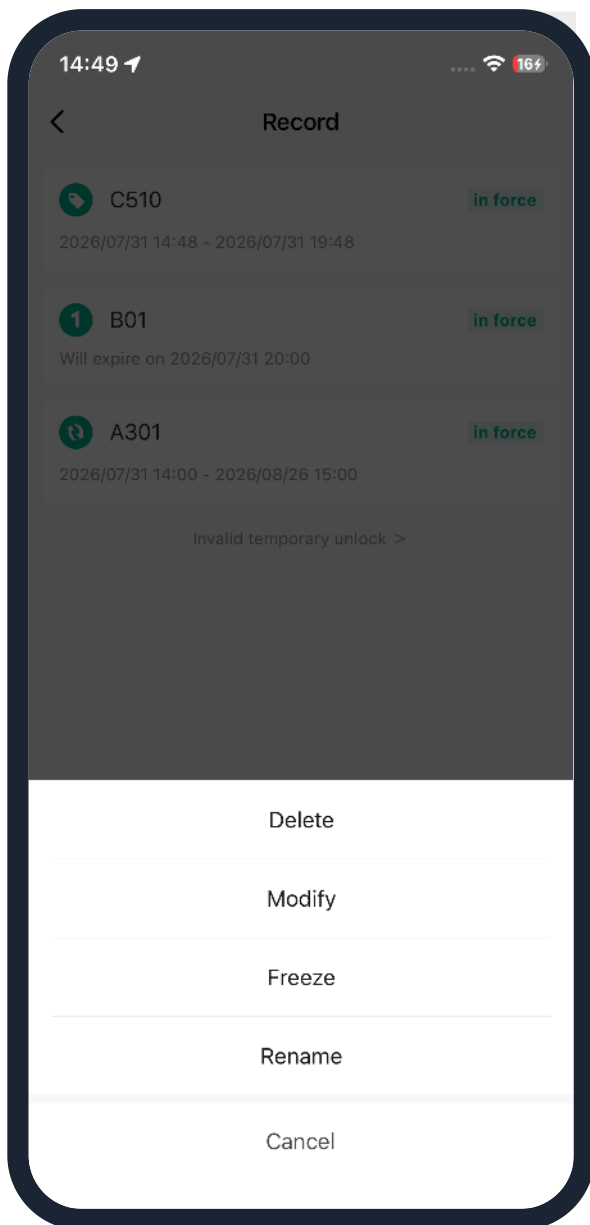
- 1 Enter the lock interface, tap **"Temporary Passcode"**.
- 2 Choose the password type to be generated: Custom, Limited time, Single time, Dynamic, or Empty.
- 3 Enter a password name (optional), set the effective / invalid time, then tap "Get password".



15.2 · Remove a Temporary Passcode

- 1 Enter the Temporary Passcode interface, tap **Record**.
- 2 Select the password to be removed, then tap **Delete**.



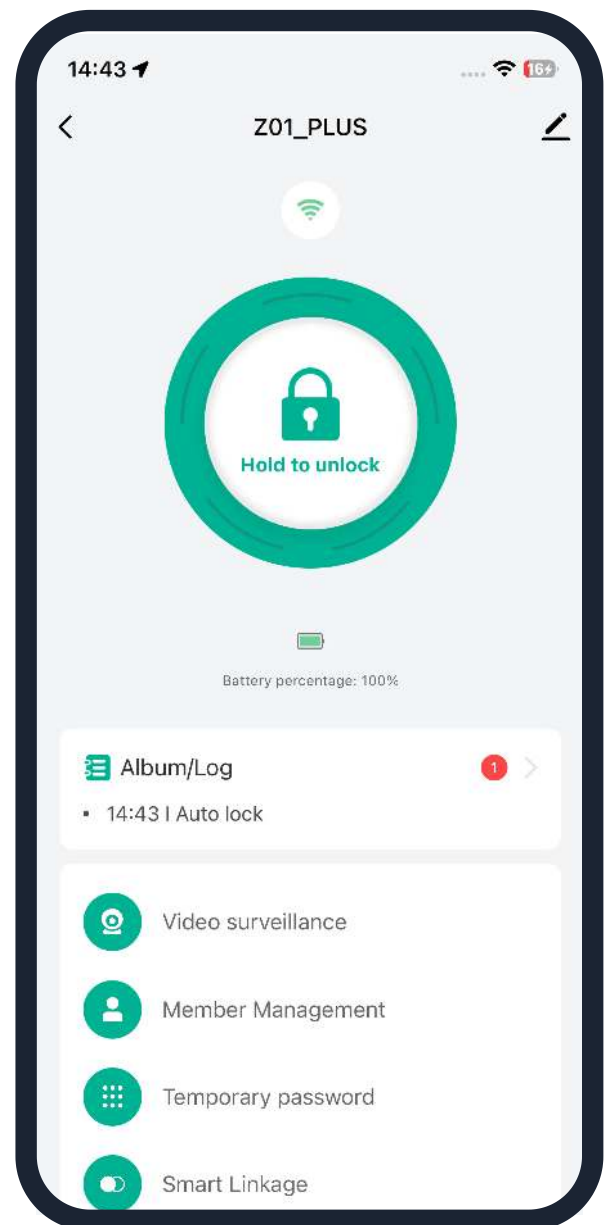


! Important

Time-limited passwords can only be deleted by **first obtaining a clear code** from the app and entering it on the lock. One-time and dynamic passwords **cannot** be deleted — they expire automatically.

16.1 · Doorbell Unlocking

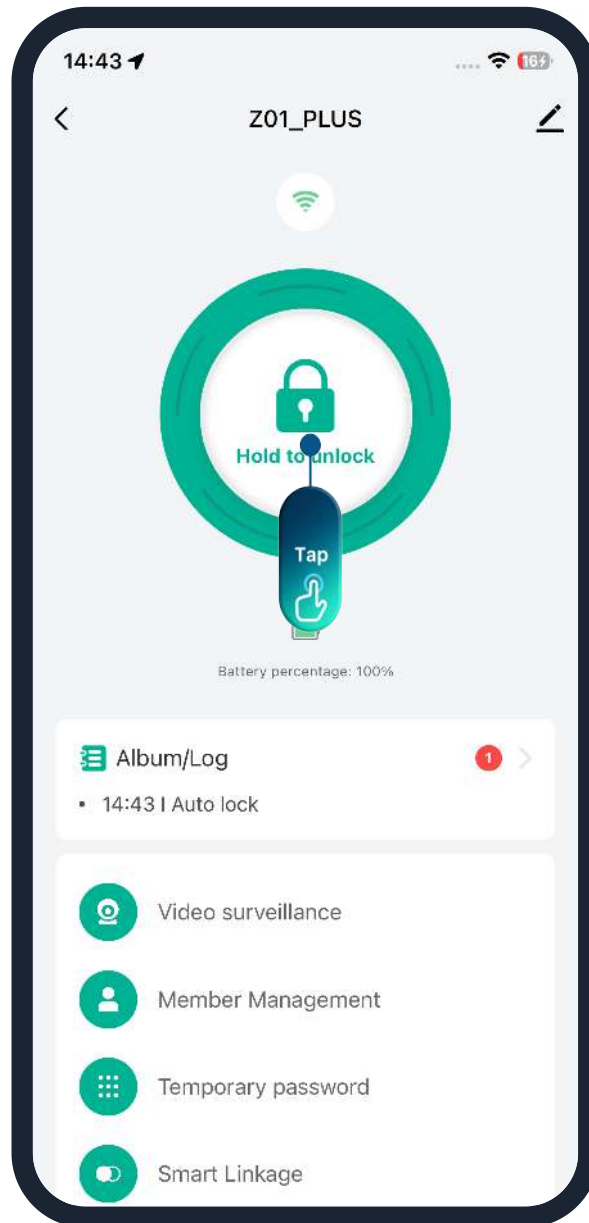
- 1 The door lock must be successfully paired with Wi-Fi first.
- 2 Press the **doorbell key** on the external panel — the paired mobile phone receives a doorbell request.
- 3 Tap the notification, view the scene outside the door, then accept the call to talk to the visitor, or tap **Unlock** to open the door remotely.



Tip: You can also tap **Video surveillance** on the lock homepage to view real-time outdoor footage and unlock remotely at any time.

16.2 · Remote Unlock

- 1 Enter the lock interface (lock homepage).
- 2 **Press and hold the unlock icon** until it confirms — the door opens.

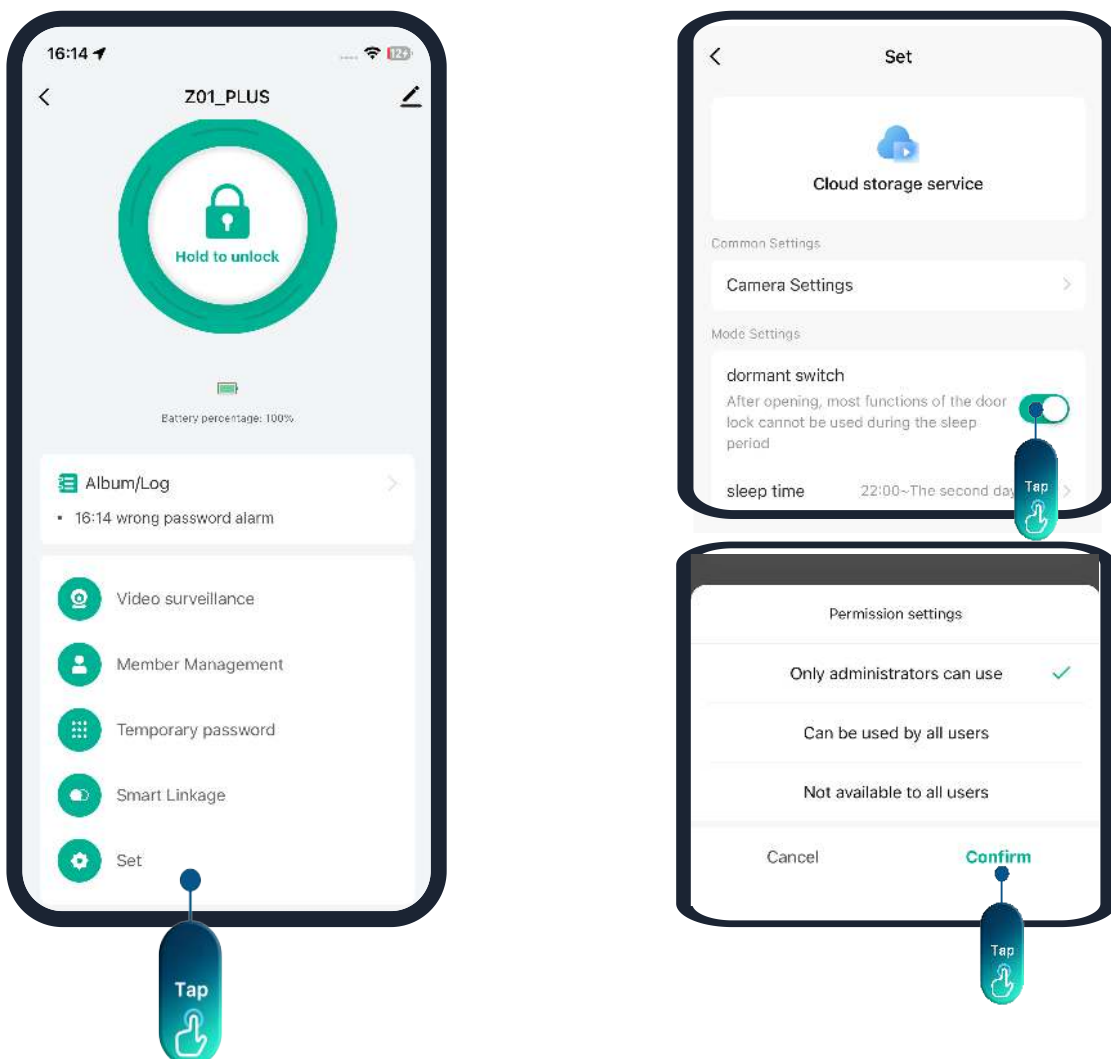


Lock homepage — Press & hold the central lock icon to unlock remotely.

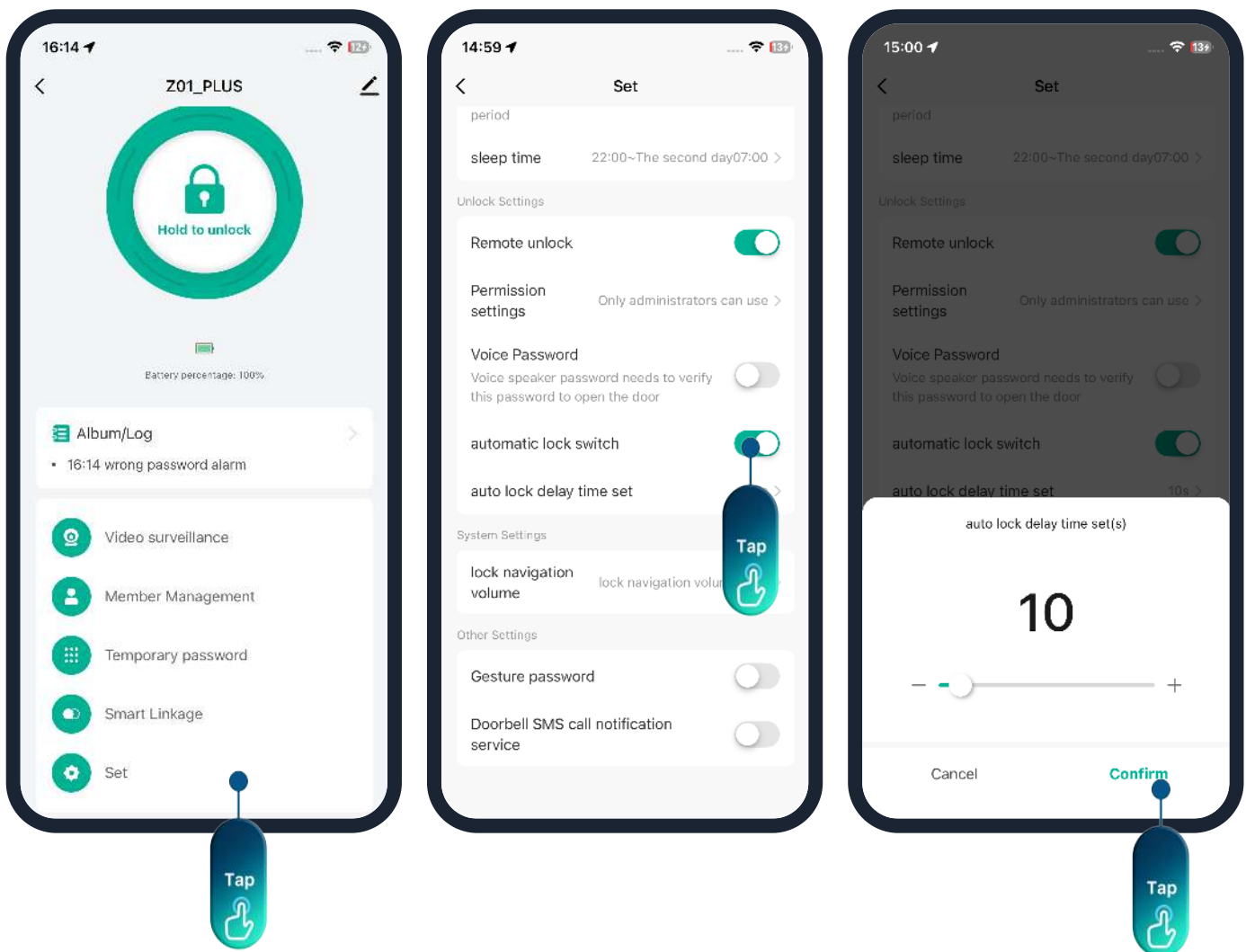
- 1 Tap **"Set"** on the lock homepage.
- 2 Tap **"Permission Settings"**, choose one of:
 - **Only administrators can use** — recommended for shared rentals.
 - **Can be used by all users** — every family member may unlock via app.
 - **Not available to all users** — disable remote unlock entirely.
- 3 Tap **"Confirm"**.

17.1 · Dormant Switch

After opening the Dormant switch, most functions of the door lock cannot be used during the sleep period(for example, real-time video surveillance viewing and remote management).

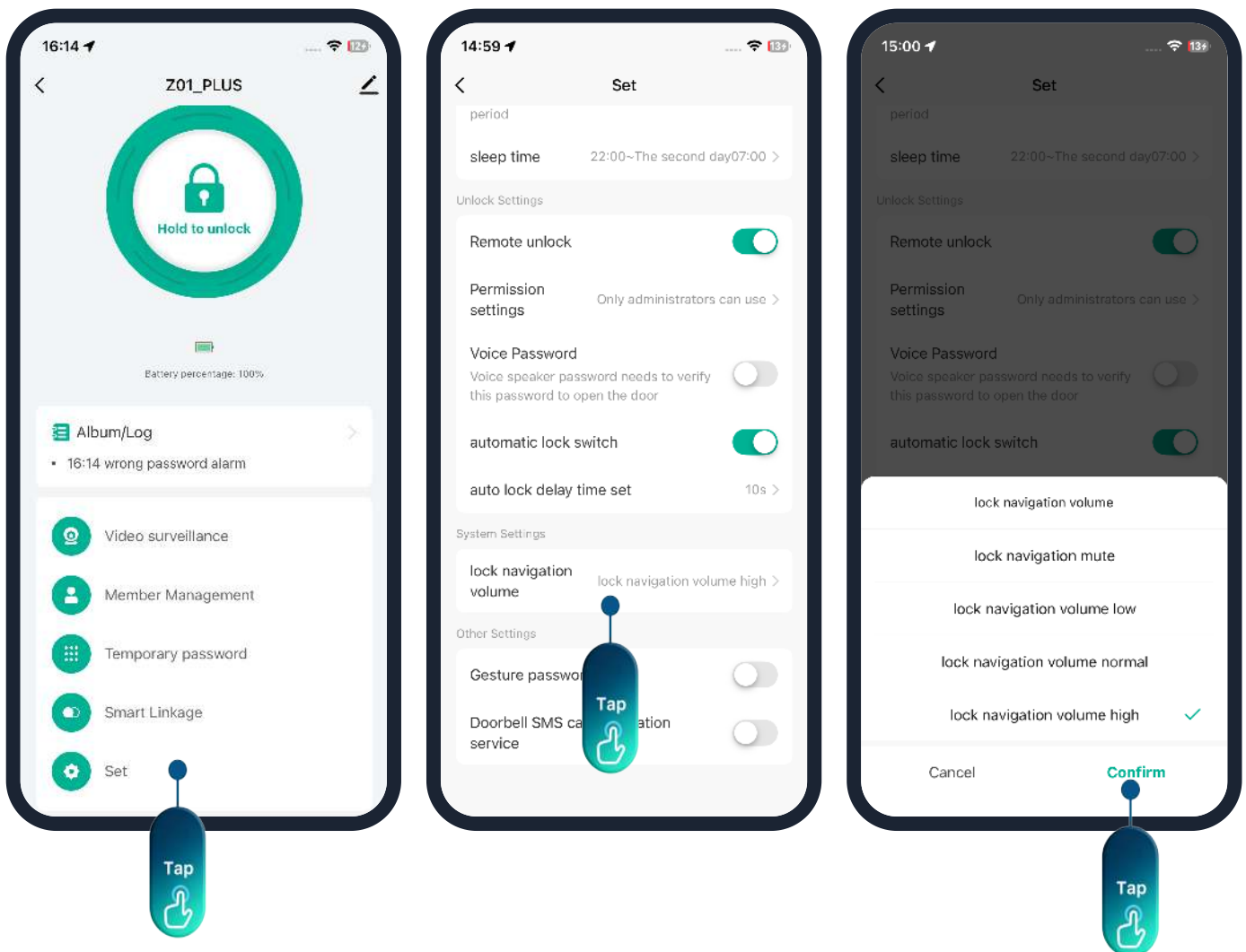


- 1 Enter the lock interface, tap **"Set"**.
- 2 Turn on the **"Automatic lock switch"**.
- 3 Tap **"Auto lock delay time set"**, choose a delay (e.g. 10 s), then tap **"Confirm"**.

**Note**

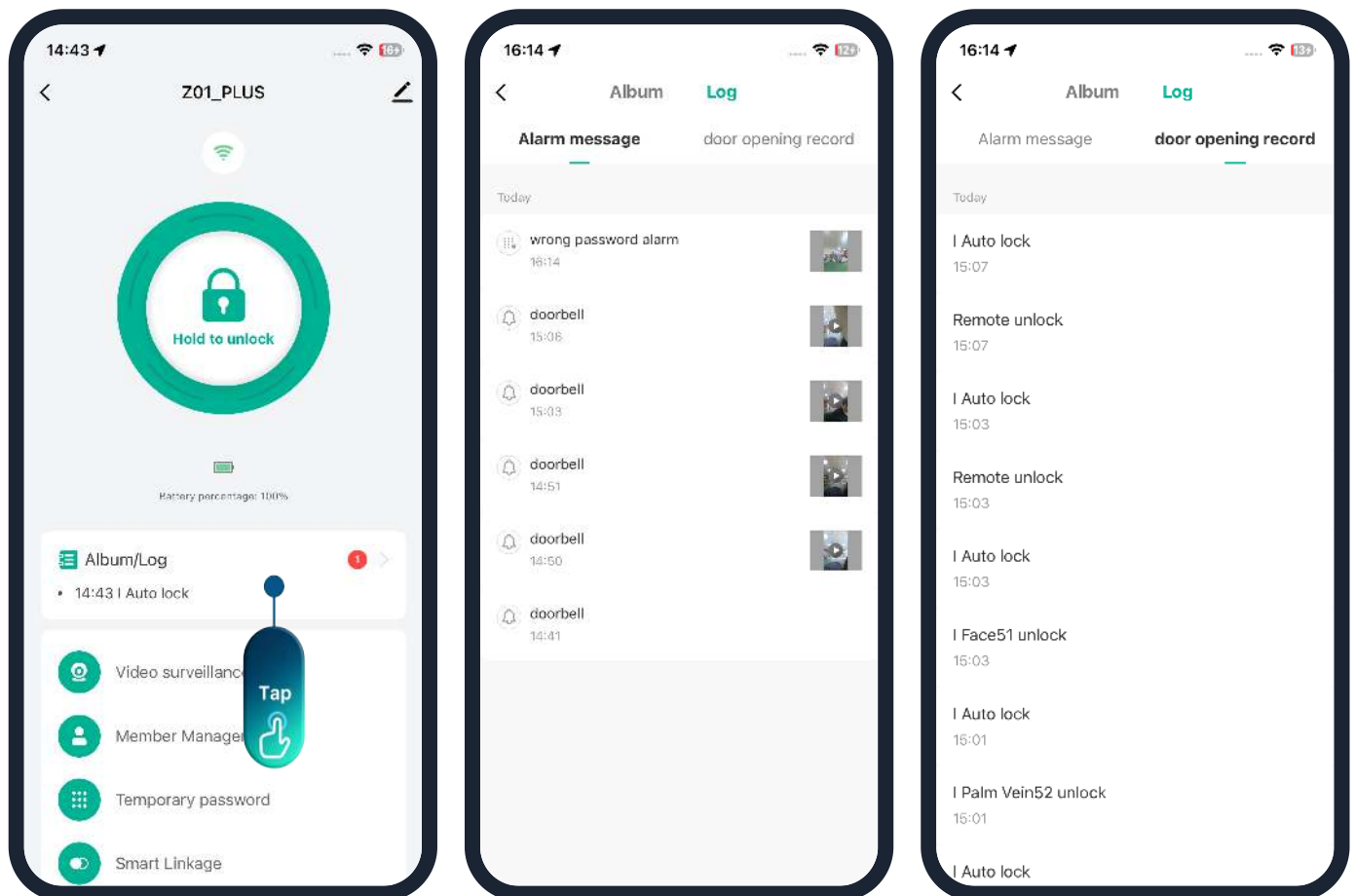
When the Automatic lock switch is on, the lock will re-bolt automatically after the configured delay following each unlock. This setting is recommended for most households.

- 1 Enter the lock interface, tap **"Set"**.
- 2 Tap "Lock navigation volume", choose one of: Mute, Low, Normal, or High.
- 3 Tap **"Confirm"**.



Two log streams are available:

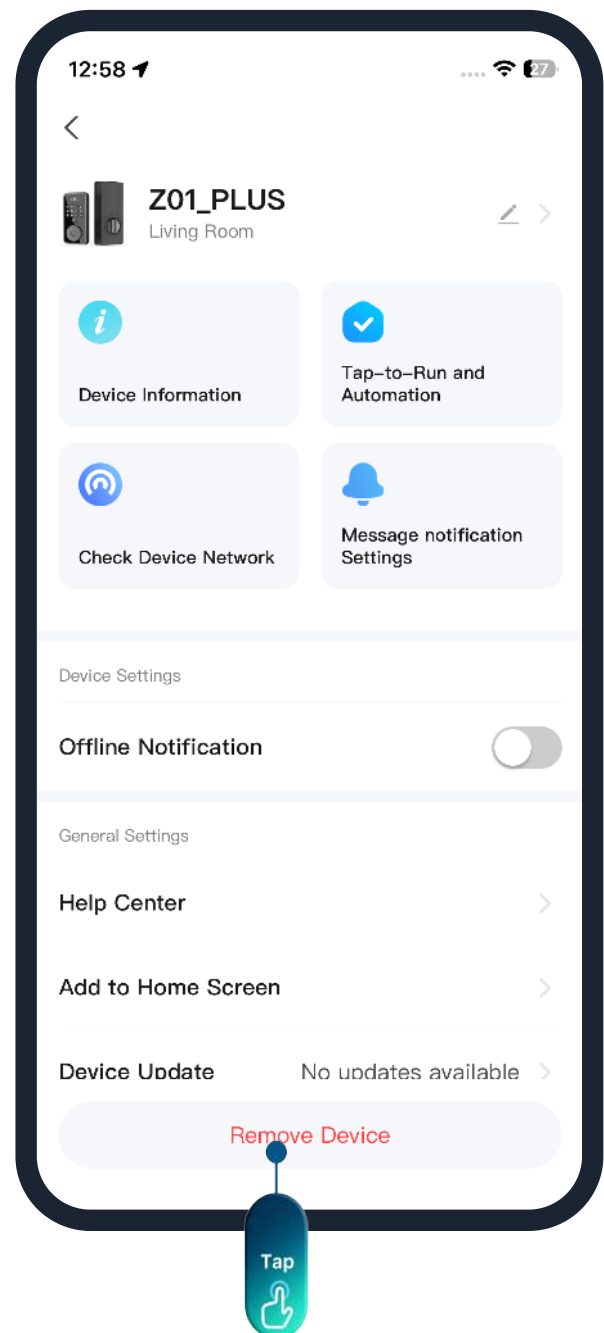
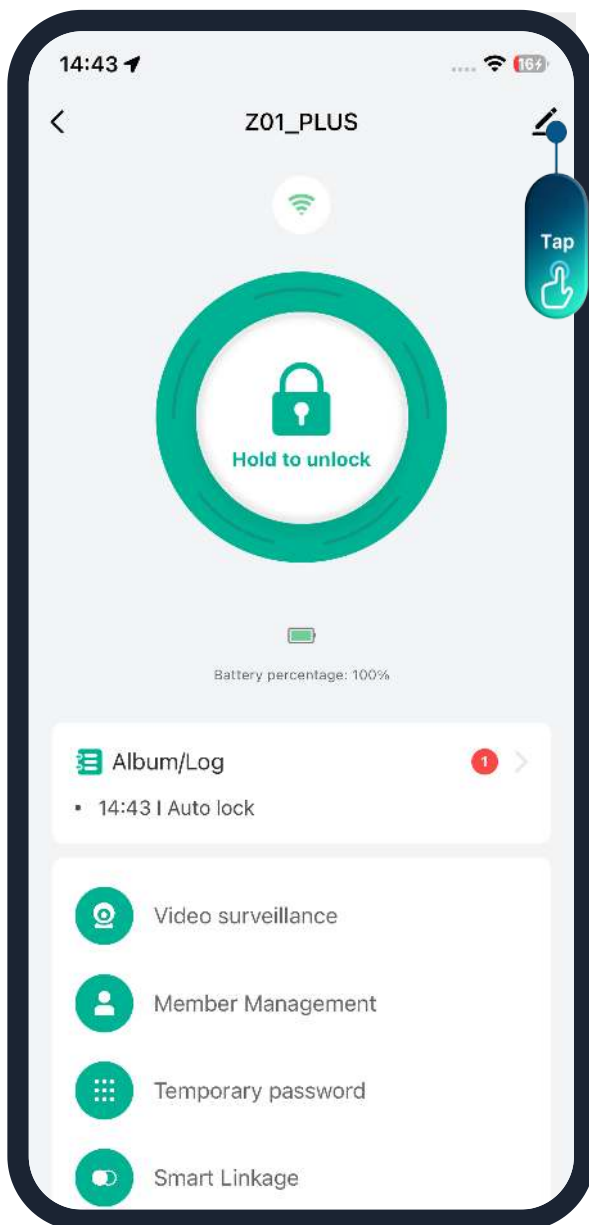
- 1 **Album / Log → Log → Alarm messages** — all event notifications (wrong-password alarms, doorbell rings, low-battery warnings, etc.).
- 2 **Album / Log → Log → Door opening record** — every successful unlock (face, palm vein, password, mechanical key, app) is recorded with timestamp.

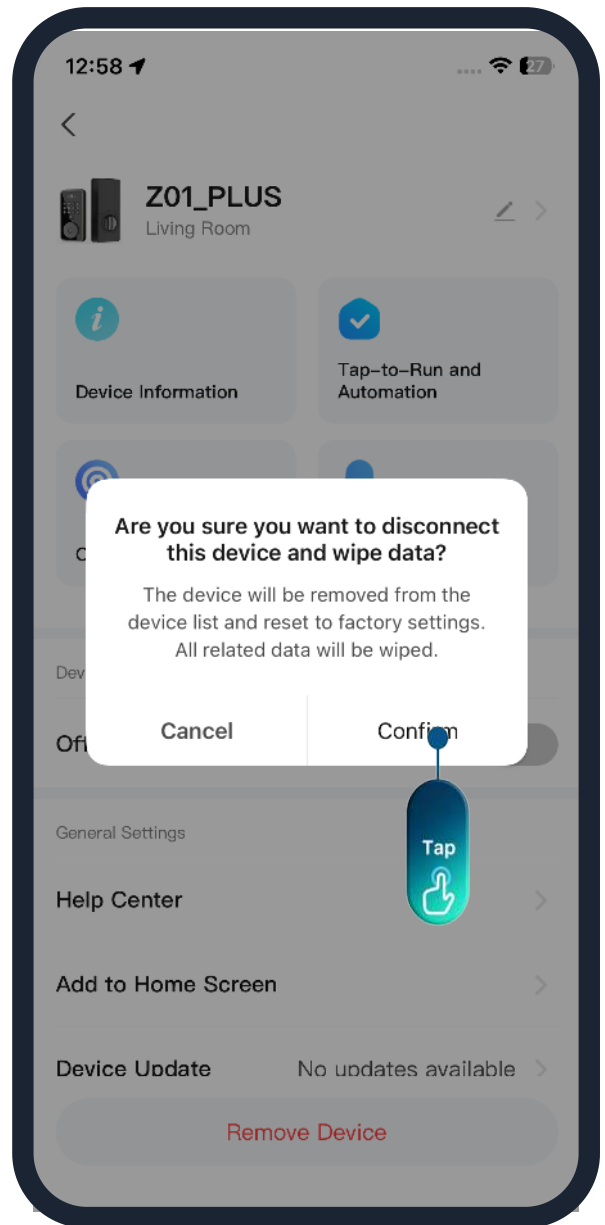
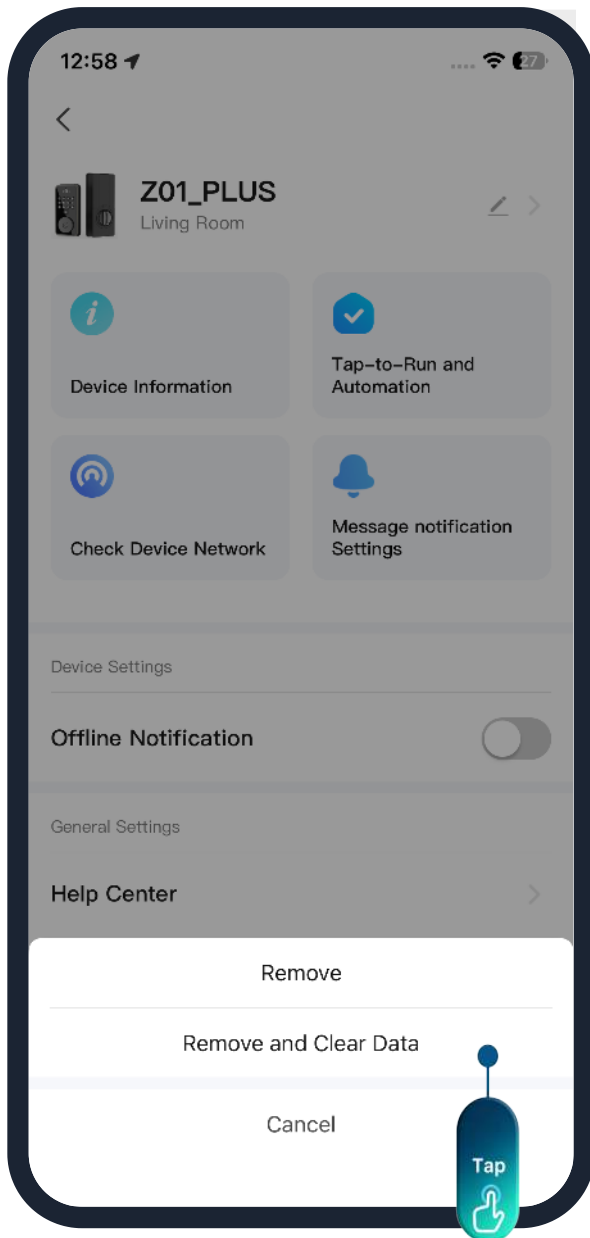


Tip • Cloud storage

Turn on “**Cloud storage service**” in *Set* if you want doorbell videos and alarm snapshots to be uploaded automatically — full-privacy encryption is applied.

- 1 Enter the lock interface, tap the **pencil icon** in the top-right corner.
- 2 Tap **"Remove Device"**.
- 3 Tap **"Unbind and wipe data"** to fully reset, then tap **"Confirm"**.



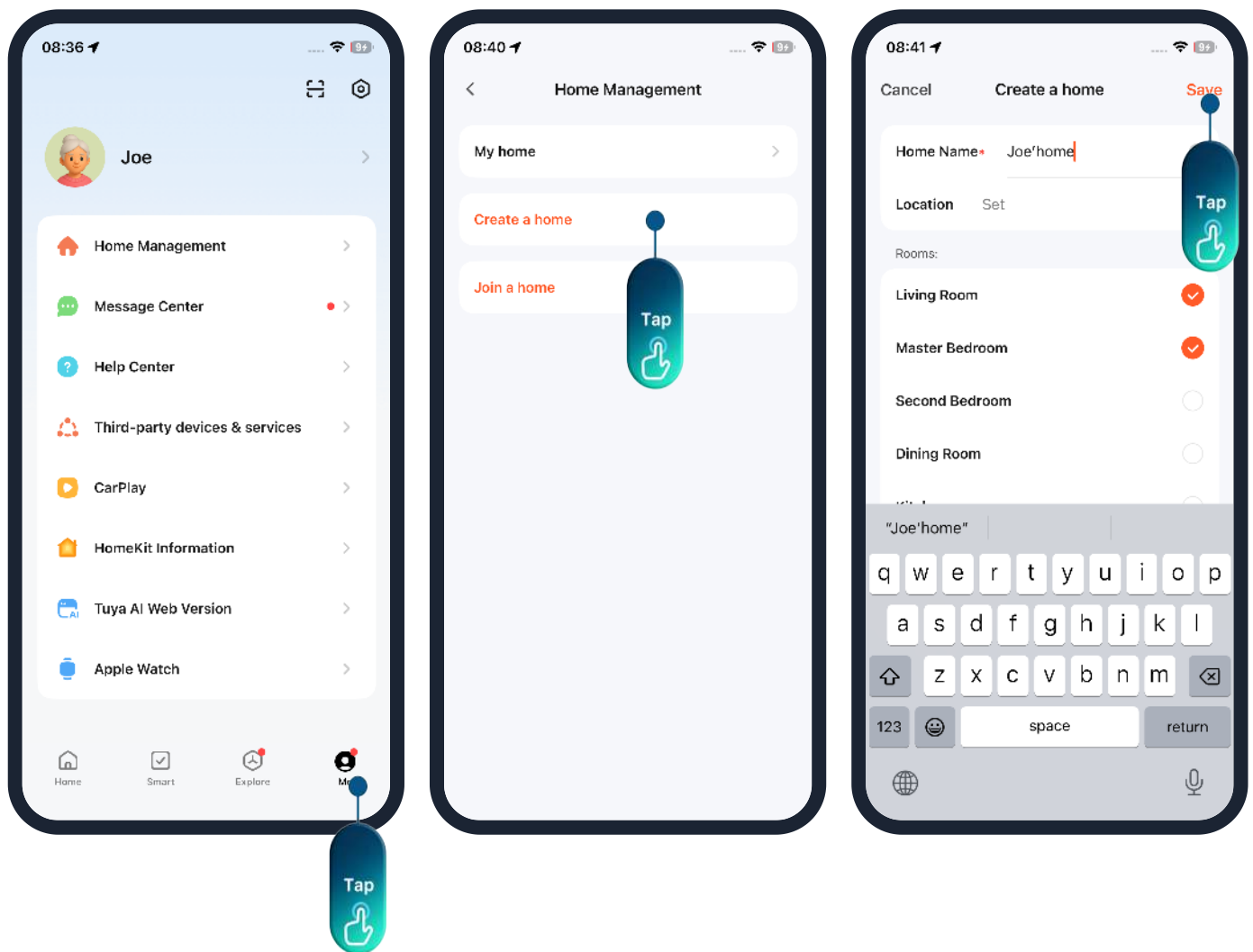


Important

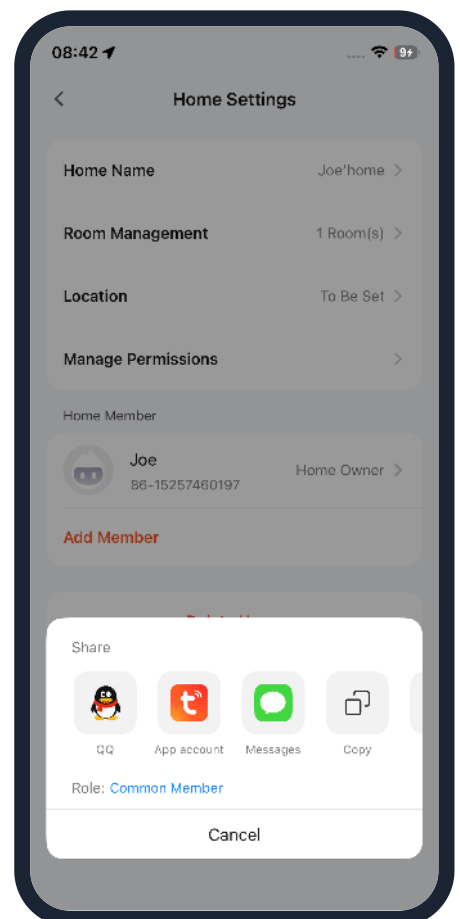
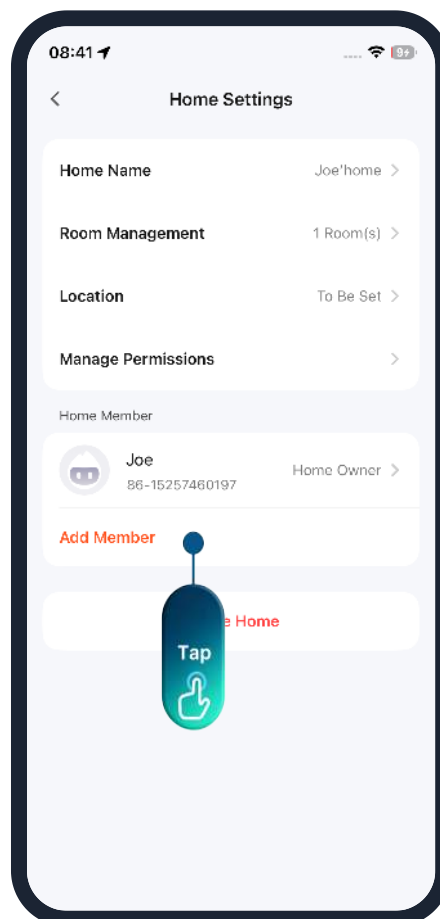
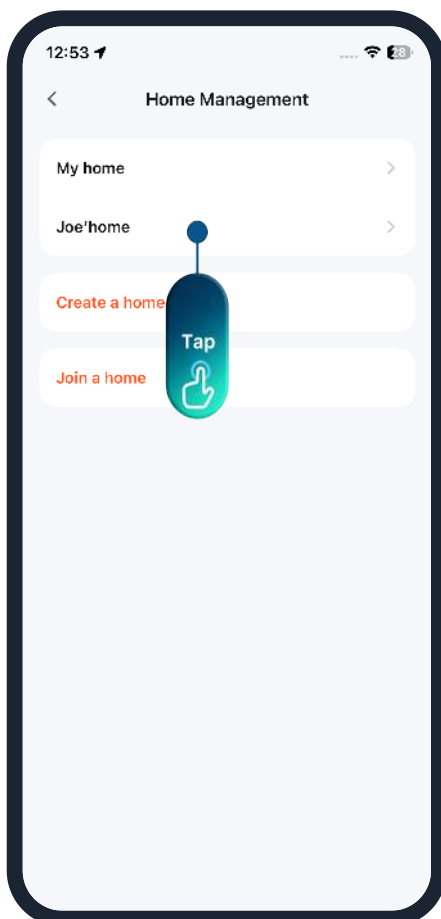
If you only select **“Unbind”** (without choosing *Unbind and wipe data*), the lock will merely disconnect from the app. All user data registered on the lock will remain intact. To transfer ownership or factory-reset, always choose *Unbind and wipe data*.

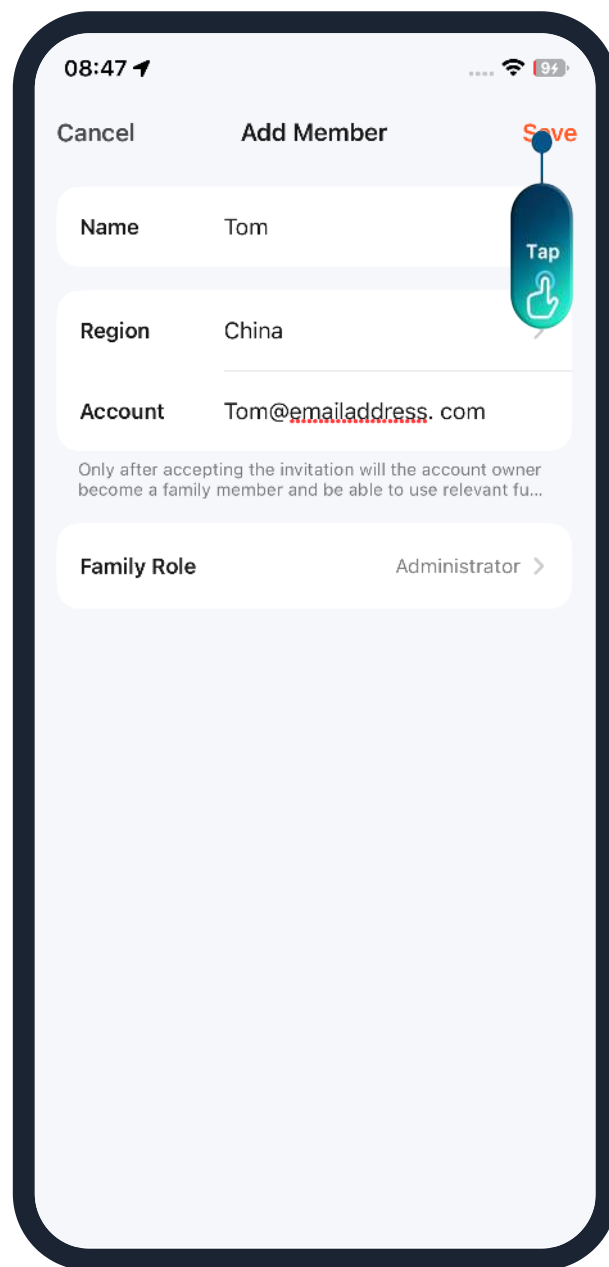
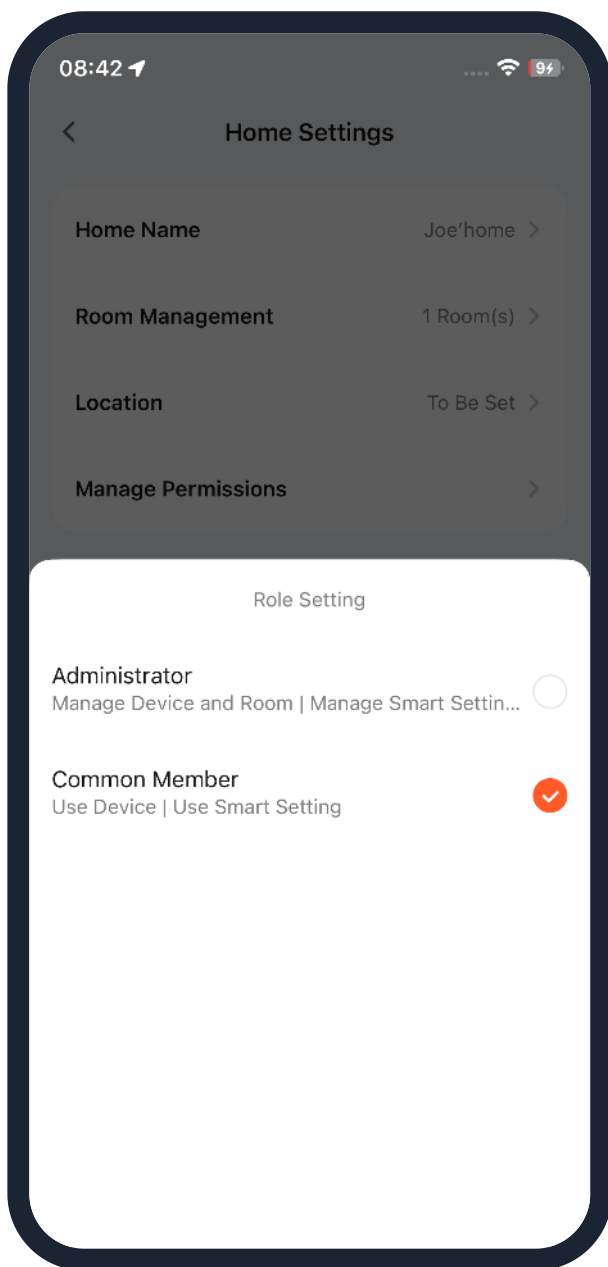
- 1 Tap **"Me"** in the app homepage.
- 2 Tap **"Home Management"**.
- 3 Tap **"Create a Home"**.
- 4 Enter the home name, set the location (optional), select the corresponding rooms (or add new ones), then tap "Save".

The first person who creates the home is automatically the **Homeowner**.



- 1 Tap **"Home Management"**.
- 2 Select the home (e.g. *Joe's Home*) to enter **"Home Settings"**.
- 3 Tap **"Add Member"**.
- 4 Tap "Family Role", choose "Administrator" or "Common Member" and input the required fields (name, region, account).
- 5 Tap **"Save"**.

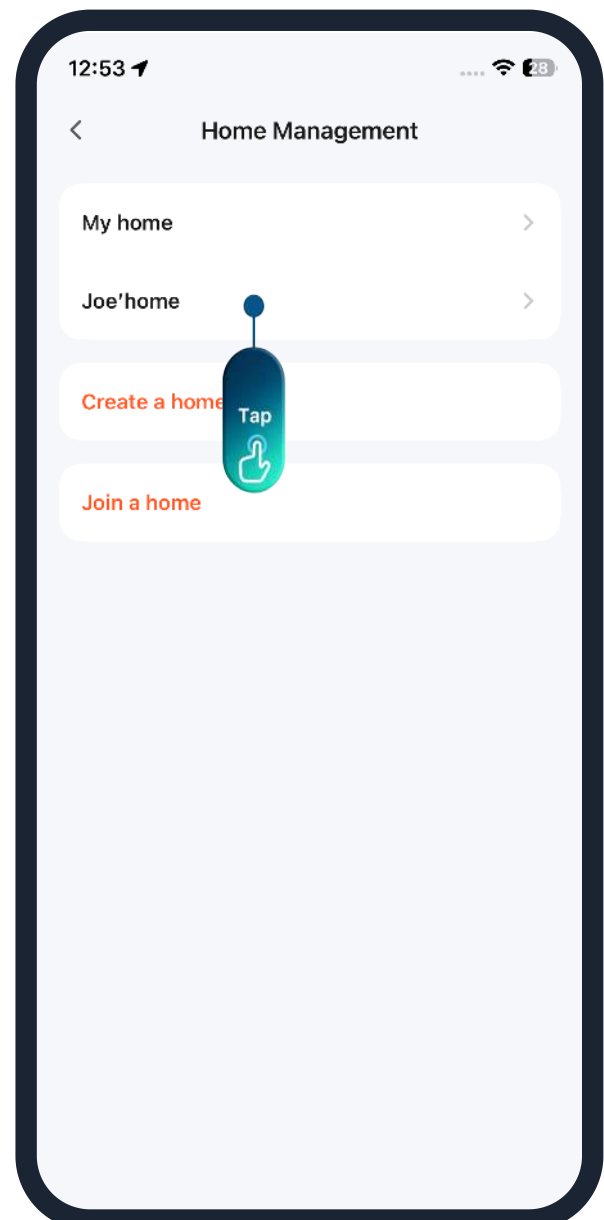
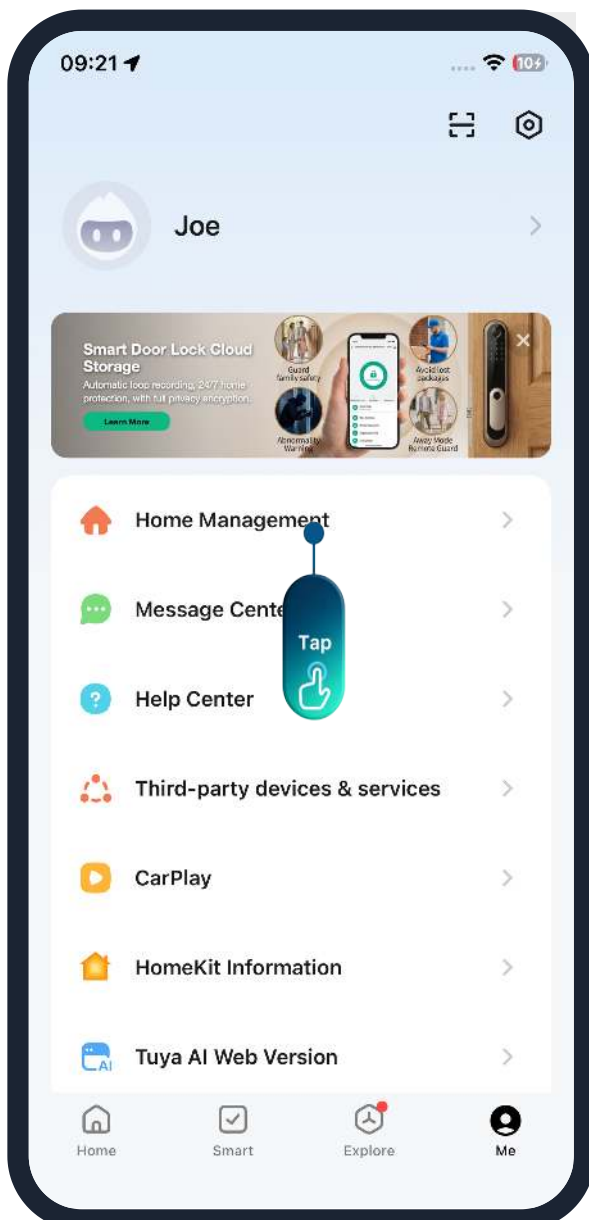


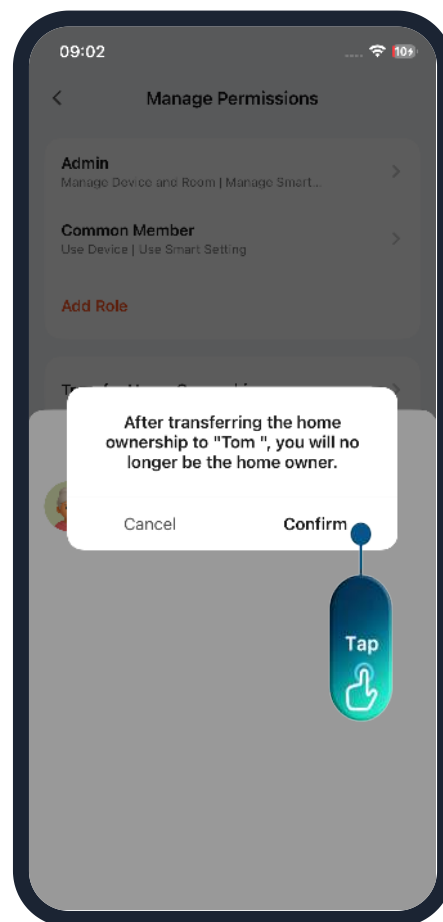
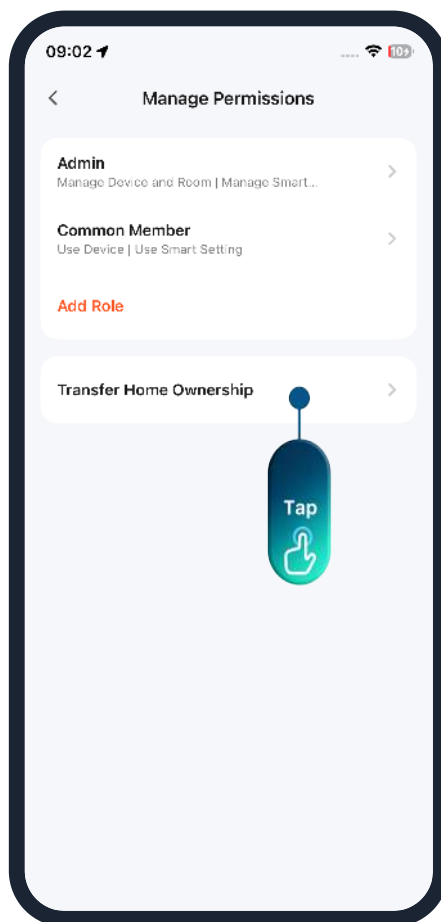
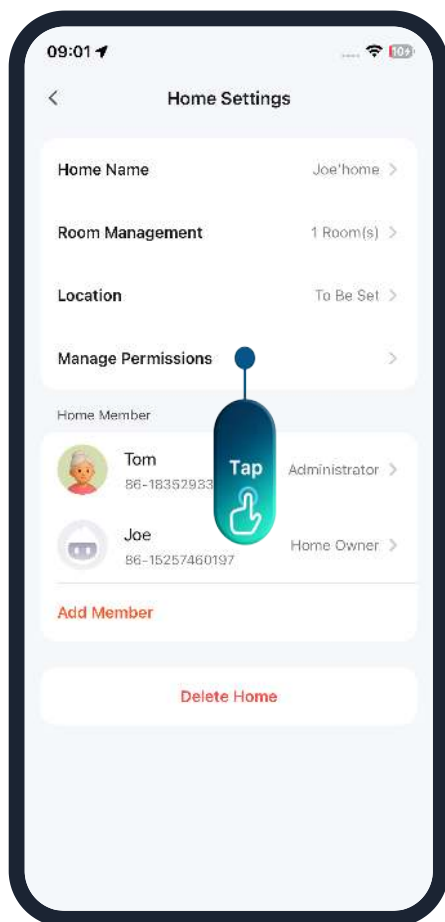


! Important

The member account must be **registered with the Tuya App first** before you can add them as an Administrator / Common Member.

- 1 Tap **"Home Management"**.
- 2 Select the home (e.g. *Joe's Home*) to enter **"Home Settings"**.
- 3 Tap **"Manage Permissions"**.
- 4 Tap **"Transfer Home Ownership"**.
- 5 Select the new Homeowner, then tap **"Confirm"**.





Note

After transferring homeownership, you will **no longer be the Homeowner**. Make sure the new owner already has administrator rights on the lock before you proceed.

! Important

Removing a member will **not delete their associated unlocking methods** (password / face / palm). If needed, delete all unlocking methods for this member **before** removing them.

- 1 Tap **"Home Management"**.
- 2 Select the home (e.g. *Joe's Home*) to enter **"Home Settings"**.
- 3 Select the member.
- 4 Tap **"Remove Member"**.
- 5 Tap **"Confirm"**.

